

KBC Dublin Marathon Lottery Allocation: FAQ

1. I have not received correspondence yet, who should I contact?

If you have not received an email or SMS by 2pm on Friday 10th January, check your spam folders and if you still have not received an email, please contact the Dublin Marathon Office office@dublinmarathon.ie.

2. Will unsuccessful lottery applicants have another opportunity to receive a code?

Successful entrants will have until 31st January 2020 to redeem their offer. Any initial places not redeemed by 31st January will be re-allocated by lottery to entrants who were not successful with registrants learning their entry status via SMS and email on 7th February 2020. These offers must be redeemed by 14th February 2020. All unsuccessful lottery applicants will receive a refund of their €15 after 14th February. Any unallocated places from refunded entries will be offered to any unsuccessful lottery applicants on 1st August with offers needing to be redeemed by 14th August.

3. Will my €15 lottery application fee be refunded if I am unsuccessful

Lottery applicants will be refunded their €15 if unsuccessful after round two of allocations on 7th February. Their details will be held for any places that may become available during the refund process in July, these places will be offered on 1st August.

4. I have a place in the 2020 KBC Dublin Marathon but am no longer able to run, can I get a refund?

A refund option will become available in July 2020. A refund of 70% of the entry fee will be returned once your application has been accepted. The refund will be available on “Manage My Bookings” from your entry confirmation link. This will be the only opportunity to avail of a refund for 2020.

5. I have a place in the 2020 KBC Dublin Marathon but am no longer able to run, can I transfer my entry to a family member or friend?

There is no transfer option available, but the refund option opens in July 2020. A refund of 70% of the entry fee will be returned once your application has been accepted. The refund will be available on “Manage My Bookings” from your entry confirmation link. This will be the only opportunity to avail of a refund for the 2020 KBC Dublin Marathon.

6. What happens to the 30% of my fee that I do not get back if I seek a refund?

30% of your fee is to cover the administration cost of processing.

7. Why did the KBC Dublin Marathon decide to move to a Lottery

The KBC Dublin Marathon Race organisers decided to move to the lottery system for the 2020 KBC Dublin Marathon to:

- Gauge the total level of interest in participation in the KBC Dublin Marathon which will enable the Race Organisers to prepare a strategic plan development of the event in consultation with the event's multiple stakeholders; and
- Deal with the increasing demand in the face of restricted capacity

8. How many Irish runners will be allocated places in the event?

The lottery system employed will ensure the current balance of Irish and overseas runners and runners of all abilities is maintained.

9. Who organises the KBC Dublin Marathon Race?

The KBC Dublin Marathon is run by a volunteer board under the auspices of Marathon Events Management DAC, a not for profit company, with any surplus funds generated from the organisation, promotion, development and management of the KBC Dublin Marathon and Race Series reinvested in the following year's events and to supporting the Marathon Mission. The Marathon Mission provides support to runners who have been identified as high potential to qualify for major championships and are supported in this pursuit.