Totalsports TWO OCEANS MARATHON powered by BYD
2027 Entry Substitution Process – South African Runners

Substitution Types
The system will offer two substitution methods:

- **Private substitutions**
  If you already have a replacement runner in mind, you can transfer your entry to him/her. You will need to know the replacement runner's email address as we will send the unique voucher code directly to your chosen replacement runner, so s/he can complete the official substitution process.
- **Public Substitutions**
  Choose this option if you do not have someone to take over your entry. Your personal details will not be displayed publicly, and you will *not* be informed of the identity of the runner who takes over your entry. Both runners will receive updates throughout the process.

Like-for-Like Substitutions
The system will only permit substitutions within the same race and category:

- South African → South African
- Half Marathon → Half Marathon
- Ultra Marathon → Ultra Marathon

PRIVATE SUBSTITUTION

Process for the Withdrawing Runner

1. Log into your TTOM/EasyReg profile.
2. Access your current event entry.
3. Select the option to substitute out.
4. Choose Private Substitution.
5. The system generates a unique voucher number.
6. The voucher number is sent to the withdrawing runner via email.
7. The withdrawing runner shares the voucher number directly with their chosen replacement runner.
8. **NB! The voucher number is simply a token used to transfer the entry to the replacement runner. It does not represent a paid entry fee.**
9. No funds may be exchanged directly between runners.
10. Private substitution voucher codes expire only when substitutions close. Note refund T&Cs.

Process for the Replacement Runner

1. Log into your TTOM/EasyReg profile or create a new profile.
2. Select Substitution Entry and enter the voucher number.
3. The system validates the voucher and confirms eligibility.
4. The system displays the relevant race and category.
5. Complete any required personal and race-related information. This would include the medical questionnaire (not compulsory at the time of entry) and the option to change the T-shirt size.
6. Proceed to select add-ons such as services or parking.
7. Proceed to payment. See payment process further down.
8. No funds may be exchanged directly between runners.

PUBLIC SUBSTITUTION

Process for the Withdrawing Runner

1. Log into your TTOM/EasyReg profile.
2. Access your current event entry.
3. Select the option to substitute out.
4. Choose Public Substitution.
5. You will receive confirmation on the system and via email that your entry has been withdrawn. See refund T&Cs and process further down.

DISPLAY OF AVAILABLE SUBSTITUTIONS

A list of all available substitution entries will be displayed, showing the applicable entry fee and administration fee. The replacement runner then selects a specific available entry and completes the substitution process.

PROCESS FOR THE REPLACEMENT RUNNER

1. Log into your TTOM/EasyReg profile or create a new profile.
2. View and select an available entry.
3. The system validates eligibility.
4. Complete all required personal and race-related information. This would include the medical questionnaire (not compulsory at the time of entry) and the option to change the T-shirt size.
5. Select add-ons such as services or parking.
6. Proceed to payment. See payment process below.

PAYMENT PROCESS

- Complete the payment at the time of entry.
- **A substitution is only considered successful once payment has been received and confirmed.**

AS THE REPLACEMENT RUNNER, YOU PAY:

- The applicable event entry fee, and any extra services selected.
- A substitution administration fee of **R210**.

REFUND PROCESS (PRIVATE AND PUBLIC)

NB: Only once the replacement runner has successfully completed payment will the system trigger the refund to the withdrawing runner.

REFUND REQUIREMENT

- The withdrawing runner receives a refund of their event entry fee, including add-on purchases such as other events, services or parking. See donation exclusion.

- Refunds are automatically processed through the payment system.
- No funds may be exchanged directly between runners.
- Refunds are processed within 7 to 10 working days after the substitution has been successfully paid and completed.

DONATIONS

Any donation made to the **Two Oceans Marathon Initiative (TOMI)** remains allocated to TOMI and is non-refundable.

TOMI entries may be substituted through the official TTOM substitution process; however, substitutions are permitted. The replacement runner is required to pay the full applicable entry fee at the time of substitution.

When a TOMI entry is successfully substituted, the withdrawing runner will receive a refund of the applicable event entry fee only. The TOMI donation component remains allocated to TOMI and will not be refunded.

Examples:

- A runner substituting out of a **TOMI Ultra Marathon** entry will receive a refund of **R840** once the substitution has been successfully completed. The TOMI donation component remains non-refundable.
- A runner substituting out of a **TOMI Half Marathon** entry will receive a refund of **R450** once the substitution has been successfully completed. The TOMI donation component remains non-refundable.

OWNERSHIP TRANSFER

Upon successful completion of the substitution process:

- The original entry is cancelled and removed from the current entry database.
- Ownership of the entry transfers to the replacement runner.
- The replacement runner becomes the official participant associated with the race number and timing record.

ENTRY RESTRICTIONS AND PROFILE CHANGES

No change of race distance may occur through the substitution process.
Standard event deadlines for profile and information changes would apply after the substitution process has been completed.