



## **Frequently Asked Questions:**

### **What if I already purchased a registration?**

You can transfer your registration fee to our 2020 Virtual Run registration, which will include everything offered in the packages.

### **OR**

You can donate your 2020 Zoo Run registration fee to the San Antonio Zoo's Road to Recovery.

### **How does a virtual Zoo Run work?**

Unlike a traditional run, a virtual run can be completed at any time and any place! As you complete your run, whether in your neighborhood, nearby park, or even on a treadmill, please keep in mind your safety and the safety of others by adhering to social distancing guidelines. Since you can complete this run at any time, you can go at your own pace! Recording times will be optional. Whether you choose to run as fast as a cheetah or enjoy a nice walk at the speed of a sloth, know that we are all going miles together while staying six feet apart.

### **Will there be a team/relay option available?**

Due to social distancing guidelines, we will be replacing the Zoo Run Relay and Kids Run with a Virtual 5K. Runners can safely complete the 5K on their own or with immediate family.

### **How do I get my custom print-at-home bib?**

When you register, you will receive a confirmation email. That confirmation email will have a green "**Manage Your Registration**" button. That's where you can follow the prompts to get your bib, upload your race results and print out your finisher certificate. It's super easy!

### **How do I [track](#) my time/pace?**

Our virtual run will be completed on the honor system, so you can use any method that you normally use to measure and time your run. You will not be required to prove your participation or completion of the run, but if you would like to submit your finish time, you can click on the "**Manage Your Registration**" link in your confirmation email, and follow the prompts for uploading your results. You can even add a picture of your watch, or a selfie of you finishing.

### **Can I run from another state?**

Of course! A great thing about going virtual is you can now share our event with friends and family outside of our community, and make it a friendly competition!

### **After I complete my run, what's next?**

Sharing your pictures about your 5K, and even selfies are greatly encouraged on social media! Upload videos of you running and tag us using #SAZooRun. Also, don't forget to pick up your registration packet on the designated packet pick up dates. HAVE FUN!

