



PBF Races FAQs

Run & Course

Q. What time do the races start? **A: The start time for the 10K is 7:00 AM. The start time for the 5K is 9:00 AM. The start time for the 1K is 10:30 AM.**

Q: What is the course time limit for each distance? **A: The time limit for the 10K is two hours. The time limit for 5K is one hour. The time limit for the 1K is 20 minutes.**

Q.: What if I am late to the race? **A: If you are more than five minutes late to the start, you will not be allowed to start.**

Q: Are dogs and strollers allowed? **A: Yes, however we do not recommend you bring your dog due to the heat and there are no dog medical services or dog water stops. For both, those participating with dogs or strollers, we ask that you do not wear headphones and please start in the back of pack and be aware of participants around you.**

Q: Is the course all hard surface? **A: Yes, the course is on streets and hard surface trails.**

Q: Is there a minimum age requirement for the 5K/10K? **A: Although there is no official minimum age requirement, we recommend all participants who are competing be at least 12 years old on race day. All participants under 18 must have their event waiver signed by their parent or legal guardian.**

Q: Is the Run Course certified? **A: Yes, the 10K and 5K courses are both USATF Certified. The 10K certification number is TX18091 and the 5K certification number is TX13144.**

Q: Are there mile markers along the course? **A: Yes, there are mile markers at each mile of the 10K and 5K courses.**

Q: How many hydration stations are on the course? **A: The 10K course has three hydration stations. The 5K course has one hydration station which you will pass by twice.**

Q: What are the locations of the hydration stations? **A: The hydration stations are clearly marked on the 10K and 5K course maps listed at www.pbfraces.org.**

Q: Will there be public restrooms near the start/finish line and along the course? **A: Yes, restrooms are located near the start/finish line and along 10K and 5K courses at the hydration station on Los Rios.**

Q: Is the map available for review? **Yes, the course maps for 10K and 5K are listed at www.pbfraces.org.**

Q: Can my friends and family access the course to watch or cheer? **A: Yes your friends and family can access the event area and race course.**

Q: Is there packet pick-up onsite? **A: No, there is no packet pick-up or registration onsite at the race or the festival.**

Q: When and where does packet pick up happen? **A: Packet pick up details are posted to www.pbfraces.org and are in your email confirmation that you received when you registered.**

Q: Can a friend or family member pick up my packet for me? **A: Yes, all they need to have is a copy of your registration email confirmation.**

Q: If I live out of town and will not be able to pick up my packet prior to the race, how do I get my packet? **A: We understand that this can be a challenge. We will try to accommodate your request as best we can. You can have your packet mailed to you for \$20 however you must be registered prior to August 31st for this service. Additionally, a friend or family member can pick up for you.**

Q: Can I exchange shirts for a different size? **A: No, you will receive the size you ordered and following the race we will do our best to make exchanges; however, we cannot guarantee that we will have shirts remaining. Keep in mind you can make changes to your registration including shirt size by logging in at www.runsignup.com with the email address and password you created when you registered. The race shirts are gender specific, dry fit style shirts and are typically more form fitting than a typical t-shirt. Please keep that in mind when selecting your shirt size.**

Q: How do I manage my registration? **A: To manage your registration to add the packet mailing or change your shirt size simply login at www.runsignup.com and then select Profile from the drop down menu in the upper right corner. Under Upcoming Events find your PBF registration and select Manage Registration. There you will find many options to manage your registration from the navigational prompts.**

General Information / Questions

Q: What happens if it rains (inclement weather)? **A: All races will go on as scheduled unless there is weather which poses a threat to the safety of the participants, volunteers, staff and/or spectators. If in the unlikely event that races are cancelled there will be no refunds or make-up date.**

Q: Is there a bag check? **A: Yes, the bag check is in the Runners' Village and your race bib has a coupon attached which serves as your claim check.**

Q: What time is the award ceremony? **A: The awards ceremony schedule can be found at <https://www.planoballoonfest.org/p/about/runs>**

If you miss the awards ceremony and you have won an age group award you can have the award shipped to you for \$15. Please contact us at info@oylmarketing.com to make those arrangements.

Q: Can I register a group? **A: Yes, we offer discounts if you have ten or more adults in your group. Please contact On Your Left! Marketing & Events for more details at info@oylmarketing.com.**

Q: Who receives those amazing finisher medals? **A: All participants in each distance receive finisher medals. Those who register and complete the Elevate Challenge receive a bonus medal.**

Q: How do I make changes to my registration? **A: You can make changes like switching your shirt size, transfer from the 5K to the 10K or Elevate Challenge, change your shirt size and even transfer your entry to someone else by logging into www.runsignup.com using your email address and password that you created when you registered. Click on Profile in the drop down menu in the upper right corner. Then under Upcoming Events your PBF registration and then select Manage Registration and that is where you can edit your registration. Please note that there are fees associated with some changes like transferring your registration to another person.**

Q: Are there refunds? **A: No there are no refunds, however you may transfer your race entry to someone else by logging into www.runsignup.com, click Profile and then select Manage Registration in your PBF registration and follow the prompts. The deadline for transfers is August 31, 2021.**

The Plano Balloon Festival, Inc. is a 501(c)3 nonprofit organization and all funds generated from the race and the festival support our mission. To learn more visit: <http://www.planoballoonfest.org/p/about/nonprofitinfo/impact>

Q: How early should I arrive prior to the race? **A: We suggest you arrive to the event at least an hour prior to the start of your race.**

Q: Where should I park for the race? **A: Your race registration includes Free parking which is located at the Collin College Spring Creek Campus (2800 East Spring Creek Parkway, Plano, Texas, 75074). Note, depending on where you park in the lot, you could walk up to a mile to get to the start line.**

Q: What happens if I am late to the start line? **A: We work very closely with the Plano Police Department to ensure runner safety and at the same time minimize the impact to the surrounding community along the course. If you are late, we will try our best to accommodate you starting the run but once the Police Department notifies that we cannot allow anyone else to start we have to abide by that decision. The maximum amount of time we can allow the start line to remain open is five minutes after the start of each race. Again, please plan to arrive at least one hour early for your race to ensure you won't miss the start.**

Q: What is the Elevate Challenge? **A: This registration category is for those who want to run the 10K and the 5K. Those who complete the challenge will receive a bonus finisher medal available at the finish line. To qualify you must register for the Elevate Challenge category. If you register for each distance individually you will not be included in the Elevate Challenge and you will not receive the bonus finisher medal.**