de Castella Run to Mend Minds

Last updated: 23 November 2026

1. Overview

The de Castella Run to Mend Minds is a community running event supporting mental health research through the Multidisciplinary Alfred Psychiatry Research Centre (MAPrc).

We understand that circumstances can change and participants may sometimes be unable to attend an event for which they have registered.

This Refund Policy outlines the conditions relating to registration cancellations, refunds, event changes and other payments.

2. Participant Cancellations

If you register for the Event and subsequently become unable to participate due to illness, injury, changes in personal circumstances or other reasons, registration fees are generally non-refundable for a change of mind or personal inability to attend.

This is because event planning, administration and supplier commitments are made in advance based on participant registrations.

However, we recognise that exceptional circumstances can arise and may consider requests for refunds or other arrangements on a case-by-case basis.

Please contact us at decastellarun@gmail.com to discuss your circumstances.

Nothing in this policy excludes or limits your rights under Australian Consumer Law.

3. Event Cancellation or Significant Changes

In the unlikely event that the Event is cancelled, postponed or materially changed, we will communicate the circumstances and available options to registered participants as soon as reasonably practicable.

Depending on the circumstances, options may include:

- A refund of the registration fee.
- Transferring the registration to a rescheduled event.
- Another appropriate arrangement agreed with the participant.

Where Australian Consumer Law entitles a participant to a refund or other remedy, those rights will be honoured.

Any cancellation or modification arising from severe weather, public safety concerns, government directions or circumstances beyond our reasonable control will be assessed in accordance with applicable law.

4. Changes to Race Distance

Participants wishing to change their registered race distance should contact the Event organisers.

Changes may be permitted subject to availability, eligibility, administrative requirements and any applicable difference in registration fees.

An additional payment may be required when transferring to a higher-priced event. Any refund associated with transferring to a lower-priced event will be considered in accordance with the applicable registration conditions and Australian Consumer Law.

5. Transfer of Registrations

Requests to transfer registrations to another person may be considered before the Event, subject to approval by the organisers and the requirements of our registration and timing provider.

Participants must not transfer race bibs or registrations without authorisation, as accurate participant information is important for safety, emergency management and race results.

6. Donations and Fundraising

Charitable donations made through the Event's nominated Grassrootz fundraising platform are separate from Event registration fees.

Requests concerning donation errors, duplicate payments or refunds should be directed to the relevant fundraising platform or The Alfred Foundation.

Donations are subject to the applicable donation terms and relevant Australian law.

7. Merchandise Purchases

Where Event merchandise is offered for sale, refunds, replacements and other remedies will be provided in accordance with Australian Consumer Law.

We are not generally required to provide refunds for a change of mind, but participants are entitled to applicable remedies for products that are faulty, incorrectly described or otherwise fail to meet consumer guarantees.

8. Requesting a Refund

To request a refund or discuss a registration issue, please email:

decastellarun@gmail.com

Please include your full name, registration details, race distance and the reason for your request.

We will review your enquiry and respond as promptly as reasonably practicable.

9. Contact Us

de Castella Run to Mend Minds

Melbourne, Victoria, Australia

Email: decastellarun@gmail.com

Website: www.decastellarun.com

This policy is subject to applicable Australian Consumer Law and may be updated from time to time.