



## d/Deaf and Hard of Hearing Participants – Policy

Altra 13 Valleys Ultra is committed to inclusivity and accessibility for all participants. This policy outlines the provisions and guidelines to ensure a safe, enjoyable, and inclusive experience for d/Deaf and hard of hearing participants across all Altra 13 Valleys Ultra events.

### Registration & Verification

- We ask d/Deaf and hard of hearing participants to indicate any hearing impairment during registration, along with any access requirements we should be aware of.
- If you would like to run with a support runner, a complimentary place will be provided. Please register your support runner using the reserved entry link.
- To qualify for a support runner place, we ask you to provide one of the following::
  - National Disabled Identification Card (DID card)
  - Recognised Assistance Dog ID card (for participants using a hearing assistance dog)
  - PIP/DLA letter indicating hearing impairment
  - Specialist medical consultant letter confirming hearing impairment
- Our Altra 13 Valleys Ultra Customer Services team will contact you to confirm verification and to discuss any specific requirements for race day.

### At the Event

- Race instructions are usually provided via loudspeaker or over PA systems. Some visual signage is available, so we recommend that d/Deaf and hearing-impaired participants position themselves near signage or bring a support runner if needed.
- Key race day information, including safety instructions and route details, will be available in a downloadable event guide, one month before the event.
- Marshals and event staff will be there on the day to assist in any way; but if you have specific access requirements, please contact us in advance.

## Medical Assistance

- All participants should familiarise themselves with race emergency protocols. We ask that support participants pay particular attention to any signs or notices on the day, especially in the case of any emergencies.

## Support Runner Provision

- Deaf participants can request one free entry place for a support runner if required.
- Altra 13 Valleys Ultra will allocate support runner places on a first-come, first-served basis and may be subject to event and distance capacity limits.

## Support Runner Requirements

- We ask that support participants are physically capable of completing the chosen distance.
- We ask that support participants wear a visible “Support Runner” bib during the race.

## How We Can Help

- We are committed to fostering an accessible and inclusive environment and will make adjustments wherever possible to support your needs.
- If you require any assistance, please reach out to [support@13valleys.org](mailto:support@13valleys.org), and our team will be happy to help