TRUE GRIT TRAILS — TERMS & CONDITIONS, PRIVACY POLICY AND DISCLAIMER

Effective Date: 1 November 2025
Company: True Grit Trails (Pty) Ltd
Registration: Private company registered in South Africa
Company Registration: 2025/750135/07
Email: info@truegrittrails.co.za
Website: www.truegrittrails.co.za

Acceptance of Terms

By accessing this website, registering for an event, or participating in any activity organised by True Grit Trails (Pty) Ltd ("True Grit Trails"), you agree to these Terms and Conditions. If you do not agree, please do not use our website or register for events.

Event Participation

All participants enter and participate entirely at their own risk.
Trail running is a physically demanding sport that involves risks of injury, illness, or property damage.
Participants must ensure they are medically fit and adequately prepared before entering an event.
By entering, you confirm that you have no medical conditions that would make participation unsafe.
Participants under 18 years of age must have written consent from a parent or guardian.

Safety

True Grit Trails provides medical support, trained sweepers, and route management; however, these do not remove all risks associated with trail running.
Participants must obey all safety instructions from event marshals and organisers.
Any participant found to be acting recklessly may be disqualified or removed from the event.

Registration & Payment

Entries are processed through our official online platform.
Entries are only confirmed once full payment has been received.
Entries may be transferred to another participant or deferred to a future event only if approved by True Grit Trails and within the specified timeframe before race day.

Refunds Policy

Entries may be refunded on an individual basis, up to 7 days before the event the options are:
1. Postponement to a future event of the same value
2. Cash refund less the yoco and bank charges.

Event Changes or Cancellations

True Grit Trails reserves the right to cancel, postpone, or modify any event due to weather conditions, safety concerns, venue issues, or circumstances beyond our control.

If an event is cancelled due to force majeure (e.g. fire, floods, pandemics, government restrictions), no refunds will be issued, but entries may be deferred or credited to a future event.

Liability Waiver

By entering, you agree that True Grit Trails (Pty) Ltd, its directors, employees, contractors, sponsors, and partners are not liable for any injury, loss, or damage to person or property arising before, during, or after any event, except where required by law.

Photography & Media

You grant True Grit Trails permission to use event photographs, video footage, or other media featuring you for promotional and marketing purposes (social media, website, print).

If you wish to opt out, please notify us in writing prior to the event.

Conduct

Participants must behave respectfully toward other runners, organisers, volunteers, and the environment.

Littering, vandalism, or disrespect toward wildlife or property may lead to disqualification.

Intellectual Property

All website content, including text, graphics, and media, is the property of True Grit Trails (Pty) Ltd and may not be copied or used without written consent.

Privacy & Data Protection

Your personal information is collected and processed in accordance with South Africa's Protection of Personal Information Act (POPIA). See our Privacy Policy for full details.

Governing Law

These Terms & Conditions are governed by the laws of South Africa. Any disputes shall be handled in South African courts.

Contact

For any questions, contact us at:

📧 info@truegrittrails.co.za

📍 Hillcrest, KwaZulu-Natal, South Africa

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True Grit Trails (Pty) Ltd ("we", "our", "us") respects your privacy and is committed to protecting your personal information under the Protection of Personal Information Act (POPIA).

Information We Collect
We collect the following personal information when you register for events or interact with our website:
Name, surname, and contact details
Emergency contact details
Age and gender (for race category purposes)
Medical conditions or allergies (optional, for safety purposes)
Payment details (processed securely through third-party gateways)
Photos, videos, and feedback submitted by you

We may also collect anonymous data through cookies and analytics tools (such as Google Analytics and Meta Pixel) to improve website performance.
How We Use Your Information
We use your personal data to:
Process event entries and payments
Manage race safety, communication, and results
Contact you about upcoming events, offers, or updates (you can unsubscribe anytime)
Comply with legal or safety obligations

Data Sharing
We only share necessary information with trusted third parties, such as:
Payment processors
Medical and emergency personnel at events
Event photographers or timing companies
All third parties are bound by confidentiality and data protection agreements.

Storage & Security
We take all reasonable steps to secure your information and prevent unauthorised access or misuse. Data is stored securely on password-protected systems and encrypted servers.

Cookies & Tracking
Our website uses cookies to improve user experience and analytics. You can adjust your browser settings to refuse cookies, though some features may not function properly.

Your Rights
You have the right to:
Access or correct your personal data
Request deletion of your data (where legally permissible)
Withdraw consent for marketing communication

Contact us at info@truegrittrails.co.za for any POPIA-related requests.

Updates
We may update this policy from time to time. The latest version will always be available on our website.