



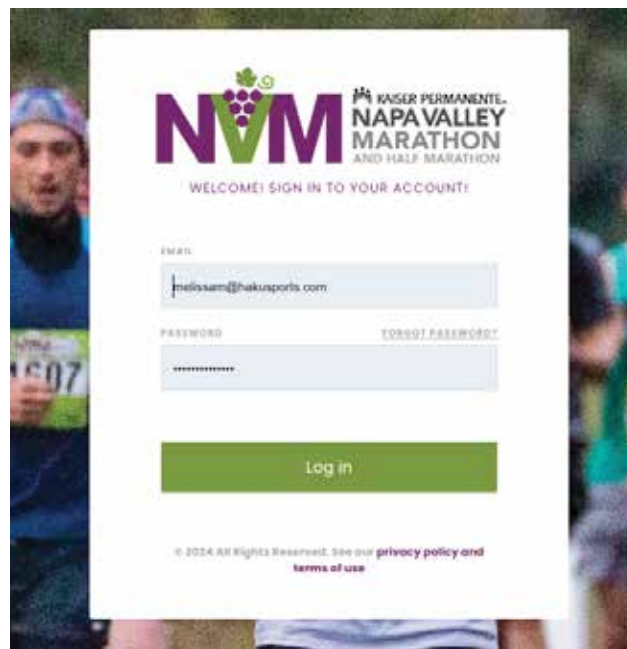
How To Guide **Switch Categories or Defer Your Registration.**

POWERED BY *haku*

How To Switch Categories or Defer Your Registration for the Following Year

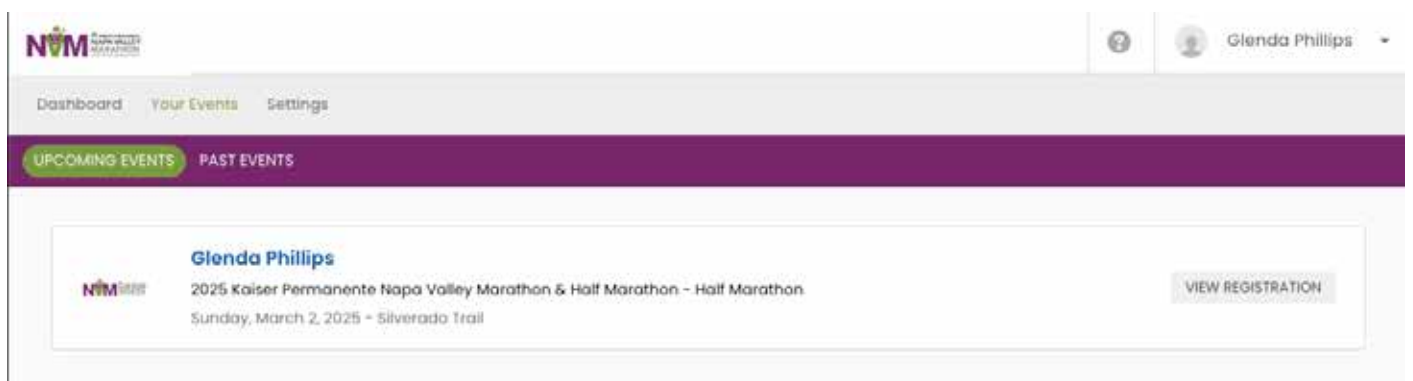
01 Log in to your participant account

Inside your participant account you will have access to your registration, event products, and more. To log in to your participant account please visit: <https://manage.hakuapp.com/login/napa-valley-marathon-25>



02 Click on “Your Events”

Once logged in, click on the menu item “Your Events.” In this tab you will have access to all the information you entered on the registration form.



03 Click on “Registration Options”

Scroll to the bottom and select “Registration Options.” Inside this tab, you will have access to make changes to your registration, such as switching categories and deferring your entry for next year.

The screenshot shows the Napa Valley Marathon (NVM) website interface. At the top, there's a navigation bar with 'Dashboard', 'Your Events', and 'Settings'. The user is logged in as 'Glenda Phillips'. The main section is titled 'Edit Registration' with a 'Close' button. Below this, the event details are listed: '2025 Kaiser Permanente Napa Valley Marathon & Half Marathon - Half Marathon' on 'Sunday, March 2, 2025 - Silverado Trail'. A 'View Results' button is visible. The 'Your Registration Information' section shows a dropdown menu for 'WHAT IS YOUR EXPECTED FINISH TIME?' with the selected option '2 HOURS, 2 MINUTES, AND 3 SECONDS'. Below this, the 'EMAIL' field shows 'GIERPHEND@AOL.COM' and the 'NAME' field is empty. A green checkmark icon indicates that the user has read and agreed to the 'Terms and Registration & Participant Waiver'. At the bottom left, there is a 'Close Without Saving' link. At the bottom right, there is a 'We are online!' status indicator and a 'Registration Options' button with a dropdown arrow.

Dashboard Your Events Settings

Edit Registration Close

GLEND A PHILLIPS
2025 Kaiser Permanente Napa Valley Marathon & Half Marathon - Half Marathon
Sunday, March 2, 2025 - Silverado Trail

View Results

Your Registration Information

WHAT IS YOUR EXPECTED FINISH TIME?
2 HOURS, 2 MINUTES, AND 3 SECONDS

EMAIL
GIERPHEND@AOL.COM

NAME

I, Glenda Phillips, have read and agree to the Terms and Registration & Participant Waiver

Close Without Saving

We are online! Registration Options

Defer for Future
Switch Categories

04 Select Your Registration Change Option

Then select the option you want:

- Defer for Future
- Switch Categories

05 Categories: Upgrade

If you are upgrading, you will be charged the difference from what you originally paid for that category. You will be charged a **fee**. The last date to make changes is January 25, 2027.

SWITCH CATEGORIES



SELECT NEW CATEGORY

Marathon



There's a \$81.28 charge to switch to this category. Select a payment method 

THERE ARE CUSTOM QUESTIONS FOR THIS NEW CATEGORY. PLEASE ANSWER THEM ACCORDINGLY.

06 Categories: Downgrade

If you are downgrading, you will be charged a **fee**. The last date to make changes is January 25, 2027

SWITCH CATEGORIES



SELECT NEW CATEGORY

Half Marathon

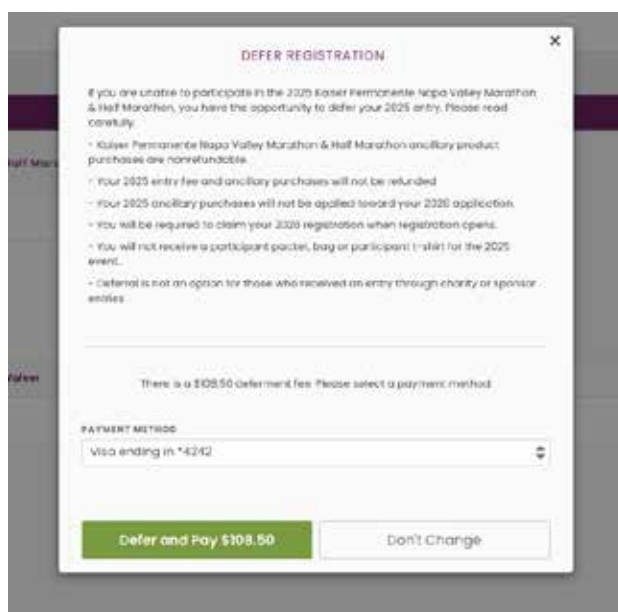


There's a \$23.00 charge to switch to this category. Select a payment method 

THERE ARE CUSTOM QUESTIONS FOR THIS NEW CATEGORY. PLEASE ANSWER THEM ACCORDINGLY.

07 Deferring

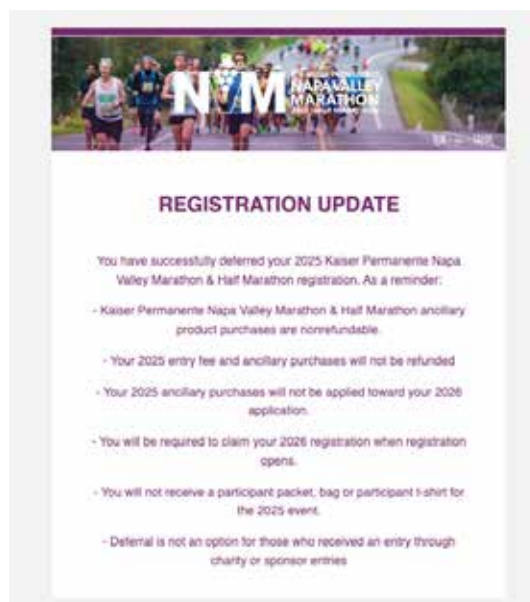
If you choose to defer your registration to the following year, you will receive complimentary entry on next year's registration fee. You will also be charged a **fee** to defer. The last date to make changes is January 25, 2027.



The screenshot shows a modal window titled "DEFER REGISTRATION" with a close button (X) in the top right corner. The text inside reads: "If you are unable to participate in the 2025 Kaiser Permanente Napa Valley Marathon & Half Marathon, you have the opportunity to defer your 2025 entry. Please read carefully." Below this is a bulleted list of terms: "Kaiser Permanente Napa Valley Marathon & Half Marathon ancillary product purchases are nonrefundable.", "Your 2025 entry fee and ancillary purchases will not be refunded.", "Your 2025 ancillary purchases will not be applied toward your 2026 application.", "You will be required to claim your 2026 registration when registration opens.", "You will not receive a participant packet, bag or participant t-shirt for the 2025 event.", and "Deferral is not an option for those who received an entry through charity or sponsor entries." A horizontal line separates the terms from the payment section. The text "There is a \$108.50 deferral fee. Please select a payment method." is displayed. Below this is a "PAYMENT METHOD" section with a dropdown menu showing "Visa ending in *4242". At the bottom are two buttons: "Defer and Pay \$108.50" (highlighted in green) and "Don't Change".

08 Confirmation Email

Once you've successfully completed your registration change, you will receive a confirmation email of the change.



The screenshot shows an email confirmation titled "REGISTRATION UPDATE" with a header image of runners. The text reads: "You have successfully deferred your 2025 Kaiser Permanente Napa Valley Marathon & Half Marathon registration. As a reminder:" followed by the same bulleted list of terms as in the previous form. The list includes: "Kaiser Permanente Napa Valley Marathon & Half Marathon ancillary product purchases are nonrefundable.", "Your 2025 entry fee and ancillary purchases will not be refunded.", "Your 2025 ancillary purchases will not be applied toward your 2026 application.", "You will be required to claim your 2026 registration when registration opens.", "You will not receive a participant packet, bag or participant t-shirt for the 2025 event.", and "Deferral is not an option for those who received an entry through charity or sponsor entries."