



FAQ

NESTLÉ OMEGA PLUS WALK A MILLION MILES 2026 — IMPORTANT ANNOUNCEMENT

1. Is the event postponed or cancelled?

Answer: The physical **NESTLÉ OMEGA PLUS Walk A Million Miles 2026** event scheduled for **19 September 2026 at Taman Wetlands Putrajaya** has been cancelled and will not proceed as planned due to the current haze and unhealthy air quality conditions.

This decision was made after closely monitoring the air quality and weather conditions, with the health and safety of participants, volunteers, partners and crew as the top priority.

2. Why was this update communicated only now? Some participants have already made travel arrangements.

Answer: We understand that some participants may have made travel and personal arrangements to attend the event, and we sincerely apologise for any inconvenience caused.

The Organising Committee had been closely monitoring the haze situation and air quality conditions leading up to the event. As weather and air quality conditions can change, every effort was made to assess the latest available information before making a final decision. After careful consideration, we determined that cancelling the event was the most responsible course of action to protect the health and safety of everyone involved.

We truly appreciate your understanding and support.

3. What will happen to my race kit if I planned to collect it on event day?

Answer: Participants may still collect their event entitlements as follows:

- **Race kits (jersey and race bib)** can be collected at **Decathlon IOI City Mall on 18 September 2026 from 11:00AM to 6:00PM.**
- **Medals and goodie bags** can be collected on **19 September 2026 from 6:00AM to 10:00AM at Padang Semarak, Taman Wetlands Putrajaya**, upon presentation of the race bib for participants who have collected their race kits on 18 September 2026.
- Participants may also collect **all entitlements (jersey, race bib, medal and goodie bag)** on **19 September 2026 from 6:00AM to 10:00AM at Padang Semarak, Taman Wetlands Putrajaya.**

- Collection on behalf of another participant is permitted, provided a screenshot of the e-ticket is presented.

4. Will I receive a refund for my registration fee paid through JomRun?

Registration fees are non-refundable, as all registered participants will still receive the event entitlements included in their registration, namely the race kit (jersey and race bib), finisher medal and goodie bag.

The decision to cancel the physical event was made after careful consideration of the current haze situation and unhealthy air quality conditions. The safety, health and well-being of all participants remain our highest priority.

We sincerely thank you for your understanding and continued support.

5. Can someone collect my entitlements on my behalf?

Answer: Yes. Collection on behalf of another participant is allowed, provided a screenshot of the e-ticket is presented.

6. Will there be any event activities taking place on 19 September 2026?

Answer: No. All walking activities, event programmes and activations scheduled for 19 September 2026 have been cancelled.

7. Why was the event cancelled?

Answer: The event was cancelled due to the current haze situation and unhealthy air quality conditions. The decision was made to protect the health and safety of all participants, volunteers, partners and crew.