

## **KLSCM 2025 FAQs**

### **RACE**

**1. When is the Kuala Lumpur Standard Chartered Marathon 2025?**

The Kuala Lumpur Standard Chartered Marathon 2025 will take place on Saturday, 4 October for the Pantai KL 10km, 5km Fun Run, and Kids Dash categories, and on Sunday, 5 October for the Full Marathon and ASICS Half Marathon categories. The start line for all categories will be on Jalan Raja Laut and the finish line is at Stadium Merdeka. The only exception is the Kids Dash where the kids will be running on the track at Stadium Merdeka.

**2. Why is KLSCM held at Stadium Merdeka this year?**

The start and finish points for KLSCM 2025 have been moved from Dataran Merdeka due to significant upgrading and maintenance works in the area. We understand that this change may be inconvenient, especially as Dataran Merdeka is a cherished and familiar venue for many of our runners. After exploring multiple venues, Stadium Merdeka was selected because of its historical significance, central location within the city centre and adequate facilities.

**3. Where is the start line for KLSCM 2025?**

The start line for all distance categories will be on Jalan Raja Laut, except for the Kids Dash where the kids will be running on the track at Stadium Merdeka. The start pens on Jalan Raja Laut will be located in the area in front of the Bandaraya LRT Station, all the way up to SOGO Kuala Lumpur. The arch will be situated at the traffic lights just before the T-junction with Jalan Dang Wangi. Check out [the video](#) for a closer look.

**4. Why are the start and finish lines in different locations this year?**

Dataran Merdeka will be undergoing significant upgrading and maintenance work during that period. This year's race will now start on Jalan Raja Laut and finish at the iconic and historical Stadium Merdeka. We sincerely apologise for any inconvenience this may cause.

While Stadium Merdeka is a fitting and meaningful venue to host the finishing line, its surrounding roads are too narrow to safely accommodate more than 12,000 runners at the starting point.

Hence, separating the start and finish locations became a necessary adjustment with Stadium Merdeka being chosen as the finishing location as it is the only viable venue within the Kuala Lumpur city centre that can accommodate more than 20,000 people for post-race festivities, recovery and celebration.

We appreciate your understanding as we strive to deliver a safe and memorable experience for all.

**5. What are the available distance categories?**

Please [click here](#) for information about distance categories.

**6. Are there new running challenges this year?**

We have introduced the following for KLSCM 2025:

- **Run Club Challenge:** Running clubs can now form teams of 4 runners in the Full Marathon, Half Marathon and 10KM events. Teams must meet eligibility criteria to compete for recognition and rewards.
- **State Youth Challenge:** This initiative encourages youth participation in athletics, where young runners can represent their state and their winning prize will be given to their state's Athletic Association for youth athletes development.

7. What time does each race start?

Please [click here](#) for information about start times.

8. Are there any changes to the flag-off times this year?

These are the revised start times. However, please note that they are subject to change.

- The Half-Marathon will flag off at 4.45am (30 minutes later from original).
- 5KM run starts 7.45am (45 minutes later from original).
- Kids dash 800m now begins at 10.00am (40 minutes later original).
- Followed by Kids dash 2km at 10.20am

9. Is there a cut-off time to complete the run?

Yes. The cut-off times are as follows:

- Full Marathon (42.195 km) - 7 hours 15 minutes
- ASICS Half Marathon (21.1 km) - 4 hours
- Pantai KL 10km – 2 hours
- Speed - 1 hour 15 minutes
- Cruise - 1 hour 30 minutes
- Leisure - 2 hours
- 5km Fun Run - 1 hour 30 minutes
- 2km Kids Dash - 40 minutes
- 800m Kids Dash - 30 minutes

For the Full Marathon and ASICS Half Marathon, there will be checkpoints along the route. If you do not reach any checkpoints within the stipulated times, you will be disqualified and may be required to board the sweeper bus and be taken to a location close to Stadium Merdeka. You will not be entitled to collect the finisher entitlements.

10. What if I am injured during the race or otherwise unable to finish the race?

Participants who are injured or unable to finish the race need not worry, as there will be an ambulance, a mobile outrider or a first aid station at every kilometre mark with 80 Medic on the Run running alongside participants as well. Additionally, we have sweeper buses to transport participants (injured/unable to complete the run) back to a drop-off point near the finish line when required.

11. Do I still get a finisher medal and finisher certificate if I complete my run after the cut-off time?

Participants must complete the run in the category they registered for within the cut-off time. Participants who are disqualified, do not finish, do not start or do not finish within the respective cut-off times will not receive their finisher entitlements (i.e., finisher medal, finisher certificate, and Full Marathon finisher T-shirt).

12. If I registered for the Full Marathon but decide to run the Half Marathon instead on race day, can I still get the finisher medal and certificate?

Participants must complete the run in the category they registered for. Those who fail to do so will not receive their finisher entitlements and their results will be displayed as "DNF" (Did Not Finish) or "DSQ" (Disqualified).

#### KIDS DASH

13. My child will take part in the 2km Fun Run category. Can I run with my child?

Sorry, no. Parents/guardians are not allowed to accompany their children/wards during the run.

14. My son will be participating in the 2km Speed and my daughter will be participating in the 800m Fun Run. Can I accompany them during the run?

Sorry, no. Parents/guardians are not allowed to accompany their children/wards during the run.

#### REGISTRATION

15. How can I register for the Kuala Lumpur Standard Chartered Marathon 2025?

Registration will be available online through the Official Website.

16. What are the registration dates?

Please [click here](#) for information about registration dates.

17. What are the registration fees?

Please [click here](#) for information about registration fees.

18. Is there an age requirement for the race?

Yes. Please [click here](#) for information about age requirements.

19. Who is eligible for priority registration?

Please [click here](#) for information about priority registration.

20. Can I use timing proof from other events to be eligible for priority registration?

Yes. Please [click here](#) for information.

21. Where can I check my Participation History?

You can check your Participation History [here](#).

22. How do I register if I am under the age of 18?

Participants below the age of 18 are required to obtain their parent's/guardian's consent and fill up the relevant indemnity declaration as deemed necessary by the Organiser during registration. Failing which, the Organiser reserves the right to refuse entry to any applicant under the age of 18.

23. How do I know if my registration has been successful?

A successful registration message will be displayed on your screen and you will receive a registration confirmation email once you have made a payment. You will then also receive a payment confirmation email from Razer. If you do not receive the emails within 24 hours of registration, please contact Helpdesk at [helpdesk@kl-marathon.com](mailto:helpdesk@kl-marathon.com).

24. Why is it that I do not receive my confirmation emails despite registering and making payment?

There could be a few reasons why you do not receive your confirmation emails.

The first can be that your registration was not successful and therefore the confirmation email was not rendered.

OR

There could be an error in your email address at the point of registration so the confirmation slip was not sent to the correct account.

OR

The confirmation email is blocked by your mail server and/or is treated as spam.

You may provide your personal details (Full Name and IC/ Passport Number) to [helpdesk@kl-marathon.com](mailto:helpdesk@kl-marathon.com) and we will follow up after checking our records. Please allow at least 3 to 5 working days to receive a response.

25. Do I get a refund if I choose not to participate after I have registered?

No, registration fees are strictly non-refundable.

26. Do I get a refund if the Event has to be cancelled or postponed?

If the Event has to be cancelled or postponed, there shall be no refunds of fees or donations paid unless the Organiser deems it necessary to give a refund and the Organiser shall not be held liable for any loss or inconvenience caused.

There will strictly be no refunds available if the Event is cancelled due to force majeure, i.e., occurrence of incidents that are beyond the control of the Organiser or acts of God which renders it impossible or unsafe to hold the Event.

27. Can I make any changes to my personal particulars after submitting my registration?

Yes. To make changes to your personal particulars, please email to [helpdesk@kl-marathon.com](mailto:helpdesk@kl-marathon.com) within 3 working days upon submission of your registration.

28. Can I register and participate in more than one category, for example, Full Marathon and 10km?

No. Only one registration in one category per participant is allowed.

29. Can I change my category after submitting my registration?

No. Changes to categories are not allowed after registrations have been submitted.

30. I have a PIN code but I missed the registration deadline. Can I use the PIN code to register after the deadline?

No. You will not be able to use the PIN code to register after the deadline.

31. Can I transfer my registered PIN code entry to someone else?

No. Participants using PIN codes to register will not be able to perform any form of transfer.

32. I am a Standard Chartered Bank staff. I tried to register for KLSCM 2025 through a staff benefit using my Bank ID. However, my bank ID is not recognised by the registration system. What should I do?

Please contact Standard Chartered at [GetEngaged@sc.com](mailto:GetEngaged@sc.com) for assistance.

33. What if the slots are taken up? Will I still be able to obtain another slot?

We're sorry to hear you did not manage to secure a slot but KLSCM 2025 is now full. Do look out for upcoming promotions from sponsors including the one for selected Standard Chartered Priority Banking clients where they can enjoy a complimentary running slot when they deposit and invest with the bank from 23 April till 31 May 2025.

#### PAYMENT

34. Which payment gateway does KLSCM use?

We use Fiuu (formerly Razer Merchant Services) as our payment gateway for KLSCM 2025.

35. What are the payment options?

The payment options are as follows:

- Registrations
  - Individual category (including Kids Dash): Online banking, VISA and MasterCard through Fiuu.
  - Corporate Challenge: Bank transfer or Cheque payable to the Organiser (for entry fee) & Bank transfer or Cheque payable to the beneficiary (for donation).
  - Run For A Reason: Bank transfer the initial donation to the beneficiary.
  - Standard Chartered Staff: Online banking, VISA and MasterCard through Fiuu.
- Merchandise
  - Online banking, VISA and MasterCard through Fiuu.
- Run For A Reason Donation (RFAR Profile Page)
  - Online banking, VISA and MasterCard through Fiuu.

36. Do Standard Chartered customers enjoy any discounts on registration fee?

Standard Chartered priority credit and debit cardholders will be eligible for 15% off on KLSCM 2025 registration fees. The offer is limited to the first 1,000 registrations, on a first-come first-served basis. Terms and conditions apply.

37. I am a Standard Chartered customer and I received a 10% discount last year. Why is this not offered this year?

Standard Chartered constantly reviews and updates its promotions annually to align with the bank's latest offerings. This year, the 15% discount on the KLSCM's registration fee is exclusively extended to clients with selected Standard Chartered Priority Banking credit and debit cards issued in Malaysia.

38. Do I have to incur the SST?

Yes. The rate for the SST is 8%.

39. Why are the registration fees for Malaysian participants lower than international participants?

The registration fees for Malaysian participants are lower than international participants because the fees are subsidised by the Organiser in a bid to encourage more Malaysians to participate in the race and to inculcate a healthy lifestyle amongst Malaysians.

40. I am stuck on the payment page with a Payment Pending / Payment Failed message. What do I do now?

We are sorry to hear that you encountered this issue. Payment Failure could be due to a few reasons:

- The 3D Secure feature for your card is not activated
- The CVV code you entered may be incorrect
- Insufficient funds in your debit card or you may have exceeded your limit for your credit card

We suggest clearing your cache and then logging back in after 15 minutes to register again. If you are still facing issues with payment, please write to [helpdesk@kl-marathon.com](mailto:helpdesk@kl-marathon.com)

#### APPAREL AND MERCHANDISE

41. What are the sizes for the running apparel and finisher T-shirt?

Please [click here](#) to find out about the sizes for the running apparel and finisher T-shirt.

42. What are the sizes for the RFAR T-shirt?

Please [click here](#) to find out about the sizes for the RFAR T-shirt.

43. Can I change the size of my running apparel, finisher T-shirt or the RFAR T-shirt after submitting my registration?

We understand that some participants may have accidentally made the wrong selection for their apparel during registration. For KLSCM 2025, we are allowing a narrow window to make the changes you need. Any changes must be made by 28 April 2025. No changes will be allowed thereafter.

Please log into your account [here](#), then click on "View More", followed by "Change Apparel Size". Select your new size or type, then read the rules and regulations, tick the box and click on "Save".

Kindly refer to the size charts [here](#) to ensure that you have the right size.

44. Can I change the type of my running apparel from running singlet to short-sleeved running tee after submitting my registration?

For KLSCM 2025, we are allowing a narrow window to make the changes you need. Any changes must be made by 28 April 2025. No changes will be allowed thereafter.

Please log into your account [here](#), then click on “View More”, followed by “Change Apparel Size”. Select your new size or type, then read the rules and regulations, tick the box and click on “Save”.

Kindly refer to the size charts [here](#) to ensure that you have the right size.

45. I forgot to buy my merchandise during registration. Is there any way I can still buy the KLSCM merchandise?

You may purchase merchandise from the KLSCM online store [here](#).

#### RACE ENTRY PACK

46. What is a Race Entry Pack?

Race Entry Pack is an Event pack given to the participants which consists of a drawstring bag (optional), a running bib with a timing chip attached to the back of the running bib, 4 safety pins, a running singlet or tee, and other sponsored items (if any).

47. When and where is the Race Entry Pack Collection (REPC)?

Please [click here](#) for information about REPC.

48. What is Mailing Option?

Please [click here](#) for information about Mailing Option.

49. I wish to get my Race Entry Pack delivered to my mailing address. How much is the fee?

Please [click here](#) for information about the fees for Mailing Option.

50. Is there an option to not have the drawstring bag for my Race Entry Pack?

Yes. In our effort to reduce waste, we encourage you to not take the drawstring bag. During the registration process, you will be asked if you want the bag. A discount of RM5.00 will be given if you skip the bag. Kindly note that the discount only applies to participants who register in the Individual, Kids Dash, or Foreign Residents categories.

51. Since there is a different venue for KLSCM this year, will there be any changes to the Race Entry Pack Collection (REPC)?

The REPC and Lifestyle Expo will once again be held at Hall 6, Kuala Lumpur Convention Centre (KLCC) for the convenience and comfort of our runners. The collection dates are 2 to 4 October 2025.

#### ROUTE

52. Where can I view the routes for all the distances?

Please check back later.

53. How long will the route be closed to traffic?

To ensure a safe and smooth race route for all participants, traffic control measures will be in place during the allotted race time.

Once the Full Marathon time limit (7 hours and 15 minutes) has been exceeded, traffic controls will no longer be in effect.

To avoid possible accidents, participants who are still on the route after the time limit has expired, will have to board the sweeper bus, and exit the main road.

For Full Marathon and Half Marathon participants, if you do not reach the checkpoints within the stipulated cut-off times, the officials will disqualify you and ask you to board the sweeper bus to be ferried back to a drop-off point near the finish area.

54. Where are the checkpoints along the route for the Full Marathon and Half Marathon?

Please check back later.

55. Where are the water stations?

Please check back later.

56. Where are the fruit stations?

Please check back later.

## WINNERS AND AWARDS

57. What are the awards for the winners?

Please [click here](#) for information about the awards. Note that only High Performance participants are eligible for the prize money.

58. How can I take part as a High Performance participant?

During registration you will be given the option to apply to be a High Performance participant. Those who apply will be contacted to show proof that they had achieved the required qualifying time within the qualifying window period from an officially timed event in a World Athletics or Malaysia Athletics Federation (or any of its affiliates) certified road race. Please [click here](#) for information about the entry qualification.

59. If I did not apply to be a High Performance participant, but then I finished within the top 3, would I still be eligible for the awards?

No. Only High Performance participants are eligible for the prize money.

60. Am I eligible for 2 prizes?

No. You are allowed to win only one prize in the category that you have registered for.

61. I was not selected as a High Performance participant, but then I finished within the top 3, would I still be eligible for the awards?

No. Only High Performance participants are eligible for the prize money.

62. If there are any disputes in the race results, who can I appeal to?

For prize winners or possible prize winners, disputes and appeals must be made on-the-spot at the technical tent within 30 minutes of the published results on the results notice board on-site or immediately after the prize presentation, whichever is earlier.

63. If I am a winner, what documents do I need to present for verification?

All winners must present their original identification document (such as Passport and Identity Card) for verification purposes.

## TRAINING

64. What is the KLSCM Running Clinic?

The KLSCM Running Clinic is a series of training sessions led by experienced coaches with the aim of preparing you for KLSCM. Each session has a dedicated holistic approach to ensure you are well prepared mentally and physically.

65. When and where will the Running Clinics be held?

Please [click here](#) to view the full list of clinics and their respective dates and locations.

66. How do I register for the Running Clinic?

Please [click here](#) to sign up for the Running Clinic when each session opens for registration.

67. Can I make just one registration for all sessions of the Running Clinic?

No. Registration will open in stages for each session and slots are available on a first-come-first served basis. Entries are limited so do register early to secure your spot.

68. Where can I find the programme for the Running Clinic?

Please [click here](#) for find out about the programme for the Running Clinic.

## CHARITY

69. Who are the charity partners for KLSCM 2025?

Please [click here](#) for information about our charity partners.

70. How are the official charity partners selected?

The official charity partners are selected based on diversity. One of our aims is to make an impact with the different sections of our community. The funds raised by the Kuala Lumpur Standard Chartered Marathon can provide help

and support to a wider section of the community and it also means that more people will be able to contribute to a charity or cause they have an affinity for.

71. What are some steps that charities can take to strengthen corporate governance?

Good governance comes from having:

- a good mission that serves a cause
- a knowledgeable board that sets up and maintains good systems which include accountability and service assurance
- a good and trained staff that carry out the functions and deliver the services to people
- a good review system

The Kuala Lumpur Standard Chartered Marathon Organising Committee reviews each charity based on whether there is good oversight of their programmes to ensure that they serve the communities that they are meant to serve. This is to ensure that there are good systems in place for accountability and service assurance.

This is important so that donors know that their donations reach their intended recipients. Oversight, monitoring and reporting are part of the assurance process.

72. What are the available categories for charity runners?

There are two categories, i.e., Run For A Reason (RFAR) and Corporate Challenge.

73. I signed up under the Run For A Reason platform. What are the ways in which I may raise funds?

You may raise funds through online donations from your friends, family, and the public through your RFAR profile page on the KLSCM website.

74. I have registered as a Run For A Reason charity runner but am unable to raise the funds. What can I do?

In case you decide not to participate in the race and/or are unable to raise funds, the amount you have collected so far will be donated to the charity organisation that you have selected, and no refund will be made.

## OTHERS

75. How do I contact Standard Chartered Bank Malaysia for enquiries regarding their products and services?

Please contact [GetEngaged@sc.com](mailto:GetEngaged@sc.com) for assistance.

76. How do I contact Pantai Hospital Kuala Lumpur to make an appointment for the health screening?

The health screening package you purchased is exclusively available at Pantai Hospital Kuala Lumpur in conjunction with KLSCM 2025 and it is valid until 31 October 2025. To redeem your package, please schedule an appointment with Pantai Hospital Kuala Lumpur. You will need to bring along your purchase voucher for verification on your appointment day.

Please visit [www.pantai.com.my/kuala-lumpur/make-appointment](http://www.pantai.com.my/kuala-lumpur/make-appointment) or contact their Health Screening Centre at 03-22960942/0944, email [my.phkl.hsc@pantai.com.my](mailto:my.phkl.hsc@pantai.com.my) or send a WhatsApp text to 016-313 0888.

Please note that additional charges may apply for any extra procedures or investigations.

77. Is there a baggage service at the Event venue?

Yes. There is a baggage service to move a Participant's baggage from the Start Point Race Venue to the Finish Point Race Venue. The baggage, with label attached, must be deposited at the drop-off point by the scheduled time.

Participants who use the Baggage Service must use the official KLSCM 2025 Gear Bag that is provided – only these bags will be accepted at the bag deposit counters.

Baggage Service slots are limited and available on a first come, first served basis. The Baggage Service may be purchased during race registration for RM10+ including 8% SST. This includes an official KLSCM 2025 Gear Bag.

Overall, participants are advised to carry minimum essentials to the race to minimise or eliminate the inconvenience of queuing up at the baggage service counter to retrieve their belongings. Please refrain from bringing valuables to the Event.

78. I understand that my baggage will be transported to a different location from where I will be dropping it off. How can you assure the safety of my baggage?

We completely understand your concern. Our experienced logistics team will be overseeing the transfer of your bags from the starting area to the finishing line. An organised system with clear labelling will be in place to ensure smooth identification and collection at the finish. However, we do strongly advise runners to not place any valuables or irreplaceable items in their drop-off bags.

79. I need to book my hotel/ accommodation, where would you recommend, I stay? Or where do I park my car at, where is the nearest to the flag-off?

We apologise as we have not confirmed the exact location of the start venue and are currently working hard to obtain the relevant approvals. We will share the location once it is secured but rest assured it will be within the heart of Kuala Lumpur. We apologise again for the inconvenience and thank you for your patience.

Alternatively, you may also book your accommodations near the finishing area around Stadium Merdeka. Staying near the finish line allows you to quickly return to your hotel after completing your run and ensure a more relaxed race day.

80. Will there be a shuttle service made available to and from the starting and finishing points?

Unfortunately, there will be no shuttle service provided between the starting and finishing areas. This decision was made after careful consideration of road closures, traffic flow, runners, and event safety requirements. However, public transportations including LRT and MRT stations within walking distance. We strongly encourage runners to plan ahead and use public transit options to travel. Your patience and understanding are deeply appreciated as we work to ensure a safe and well-coordinated event for everyone.

81. Where will the hospitality tents be stationed/located?

All hospitality tent, including those for corporate partners, invited guests and special categories, will be strategically located at the finish area within the grounds of Stadium Merdeka.

82. Why is there no finisher T-shirt for the Half Marathon or 10km categories?

While we understand that finishing the Half Marathon or 10km is also an accomplishment, one of the key objectives of KLSCM is to encourage runners to take the ultimate challenge of the Full Marathon. Perhaps you could consider upgrading your distance to the Full Marathon in the future. We have running clinics which you can participate in for free to help you prepare for the challenge!

83. Are there toilets at the Event venue?

Yes. Mobile toilets are available at the Event venue.