iFAQ (Frequently Asked Question)

<u>EARLY ACCESS REDEMPTION FAQ</u>
For customers who participate in Tanda Hadiah & Credit Card Program

1. **What should I do if I haven't received my e-voucher even though I participated in more than one program?**
   Please allow some time as e-voucher emails are being sent out gradually. Don't forget to check your spam or junk folder as well.

2. **What should I do if I'm unable to enter my e-voucher code?**
   Please double-check that the e-voucher code has been entered correctly, including uppercase and lowercase letters, numbers, and special characters. Make sure no characters are missing, including hyphens/minus signs (-) within the code.

3. **What should I do if I encounter an issue during payment and my e-voucher is shown as invalid when I try to register again?**
   Please wait for approximately 1 hour before trying again. After 1 hour, you can redeem your e-voucher again by accessing ocbc.id/disneyrunjkt26 through your mobile or laptop browser.
   Your e-voucher will remain valid and can still be used until 10 September 2026, as long as it has not been successfully redeemed.
   If your payment status is pending, please check your email for a Transaction Completion notification. Click "PAY NOW" or the link provided in the email to continue your payment without having to wait for 1 hour.

4. **What should I do if my transaction fails during payment after I have entered my card number and CVV?**
   If you are using an OCBC Debit Card:
   Please check your OCBC mobile app to make sure that e-commerce transactions are enabled. If they are not yet enabled:
   - Open OCBC mobile, go to More, then select Debit Card.
   - Select the Debit Card you would like to use.
   - Select "Manage E-Commerce Transactions" and set your transaction limit.

5. **If you are using a GPN Debit Card:**
   Please create an Online Debit Card through OCBC mobile by following these steps:
   - Log in to OCBC mobile and select More.
   - Select Cards, then choose Online Debit Card.
   - Select Create Online Debit Card and choose your source of funds.
   - Confirm by entering your transaction PIN.

GENERAL INFORMATION

1. **What is Disney Run Jakarta 2026?**

   Disney Run Jakarta 2026 presented by OCBC is a Disney-themed running event, held in collaboration with Disney Indonesia. Designed for families and all running enthusiasts alike, the event features three race categories: **1K single runner child / adult, 1K family package, 5K, and 10K**.

2. **When will Disney Run Jakarta 2026 take place?**
   Disney Run Jakarta 2026 presented by OCBC will take place on **Saturday, 14 November 2026**.

3. **Where is Disney Run Jakarta 2026 taking place?**
   The event will be held at **ICE BSD City**, Jl. BSD Grand Boulevard Raya No. 1, Pagedangan, Pagedangan District, Tangerang Regency. *(Map: ICE BSD City)*

4. **Is this event open to the public?**
   Yes. Disney Run Jakarta 2026 is open to the public, subject to the eligibility requirements of each race category. Please visit ocbc.id/disneyrunjkt26 for more information.

5. **Do I need to be an OCBC customer to participate in this event?**
   No. However, OCBC customers will enjoy early access through the following benefits:

   - **Early Access**: Available from **24 July to 25 August 2026** by opening an eligible OCBC product (OCBC *Star Wars* Platinum Credit Card / 90°N / Nyala Platinum Mickey Mouse Edition / Tanda Hadiah).

   - **Ticket Pre-sale**: Available on **5 September 2026**, exclusively for OCBC customers, with payment made using an OCBC Credit or Debit Card issued in Indonesia.

- **General Sale**: Available on **10 September 2026**, open for public with various payment method

6. **Will there be timing chips at Disney Run Jakarta 2026?**
   Yes. All participants will receive a race bib (BIB) equipped with a timing chip.

7. **What race categories are available?**
   There are three race categories, and each category features a special medal design:

   - 1K Single Runner Child / Adult and 1K Family Package
   - 5K
   - 10K

8. **What time will Disney Run Jakarta 2026 start?**
   The race will begin at the following times:
   - 10K – 5:15 AM (WIB)
   - 5K – 5:30 AM (WIB)
   - 1K (Single/Family Package) – 7:30 AM (WIB)

9. **Who is eligible to register for Disney Run Jakarta 2026?**
   Registration is open to both male and female participants who are:
   - **Indonesian citizens** holding a valid Indonesian ID Card (KTP), Driver's License (SIM), or Passport.
   - **Foreign nationals** holding a valid Indonesian Stay Permit (KITAS).

   Please note that **foreign nationals are not eligible for podium placements or winner prizes.**

10. **What are the age requirements for participants of Disney Run Jakarta 2026?**
    The age requirements as of **Race Day, Saturday, 14 November 2026**, are as follows:

    - **10K Category**
      - Minimum age: **17 years**
      - Maximum age: **65 years**
      - Participants over **65 years old** must provide a **medical fitness certificate**.
    - **5K Category**
      - Minimum age: **13 years**
      - Maximum age: **65 years**
      - Participants over **65 years old** must provide a **medical fitness certificate**.
    - **1K Category (Single/Family Package)**
      - **Children:** 4–13 years old
      - **Participants** in the 1K single child category who are not accompanied by a parent or guardian may still recommend running close o the pacers for guidance and safety.
      - **Adults:** Up to 65 years old
      - Adult participants over **65 years old** must provide a **medical fitness certificate**.
      - The family package consists of 1 child and 1 adult

11. **What are the age eligibility requirements for participants?**
All participants must meet the applicable age requirements on **Race Day (Saturday, 14 November 2026)**.
    - Participants who do not meet the age requirements on Race Day will be **automatically disqualified**.

12. **Are pregnant women able to participate in Disney Run Jakarta 2026?**
    - Pregnant participants are required to disclose their pregnancy and submit a medical clearance letter from their attending obstetrician. The organizer shall not be held responsible for any complications or health issues arising from participation in the race during pregnancy.

OCBC PROGRAM

1. **Are there any special cashback or discount promotions?**
Yes. OCBC is offering an **Early Access Program** from **24 July to 25 August 2026** for both new and existing OCBC customers, with the following offers:

    a. **Apply for an OCBC *Star Wars* Platinum Credit Card / OCBC 90°N / Nyala Platinum Mickey Mouse Edition**
    Receive **50% cashback** after your card application is approved and the card has been activated. More information: **web.ocbc.id/ccrun**
    b. **Open an OCBC Savings Account (TANDA Hadiah) via the OCBC mobile app**
    Receive an **e-voucher** for a discount off the pre-sale ticket price or for one ticket to **Disney Run Jakarta 2026**. More information: **web.ocbc.id/tandarun**
    c. In addition, **all OCBC customers** will have access to an **exclusive pre-sale** on **5 September 2026**, where they can purchase tickets at a **special price** using an **OCBC Debit or Credit Card**.

2. **What is the maximum number of tickets that can be obtained through the OCBC programs?**

    a. OCBC *Star Wars* Platinum / 90°N Credit Card Program
        - For each **approved credit card**, customers are eligible to receive **one (1) 50% cashback e-voucher** and are guaranteed the opportunity to purchase **one (1) ticket** for Disney Run Jakarta 2026, subject to category availability. Ticket purchases must be made using the **approved OCBC *Star Wars* Platinum, OCBC 90°N Credit Card or Nyala Platinum Mickey Mouse Edition**.
    b. OCBC Savings Account (TANDA Hadiah) Program
        - Customers may make **multiple TANDA Hadiah placements**.Each **e-voucher** is valid for the purchase of **one (1) ticket only** and **cannot be combined** with other e-vouchers.
        - For each **TANDA Hadiah placement**, customers will receive an **e-voucher** for a discount off the pre-sale ticket price based on the selected program and are guaranteed the opportunity to purchase **one (1) ticket** for Disney Run Jakarta 2026, subject to category availability.

3. **When will I receive my Early Pre-sale unique code?**
   The unique code will be sent via email to customers who have successfully enrolled in the Early Access program, using the email address registered with OCBC, starting **1 September 2026**.

4. **Is credit card approval required to receive the Early Pre-sale unique code?**
   Yes. In accordance with the program terms and conditions, **credit card approval is a mandatory requirement** before an **Early Pre-sale** unique code can be issued.

5. **Can one OCBC customer purchase tickets for family members or friends?**

   - During early access period, one e-voucher code can be used to purchase a maximum of 2 tickets within the same category
   - During the pre-sale and general sale periods, one transaction can be used to purchase a maximum of 2 tickets across different categories.

6. **Are ticket quotas for the OCBC programs limited?**
   Yes. Each OCBC program has a **limited ticket allocation**, with a limited quota available for each race category.

REGISTRATION

1. **How do I register for Disney Run Jakarta 2026?**
   Registration can be completed through **ocbc.id/disneyrunjkt26** by clicking the **"Buy Tickets Now"** button.

   Ticket sales will go live on:

   - **1 September 2026 for eligible OCBC customers who have early access program & have the e-voucher code**
   - **5 September 2026** for **OCBC customers** with OCBC Credit & Debit Card
   - **10 September 2026** with all payment methods are accepted.

   Tickets can be purchased while sales are open and **subject to availability** in each race category.

   If you haven't received your physical card yet, you can use Online Debit / Credit Card on OCBC mobile.

2. **When does registration for Disney Run Jakarta 2026 open?**

   Registration periods are as follows:

   - **Early Access: 24 July – 25 August 2026**
     - Available exclusively through the following OCBC product applications:
       - **Apply for an OCBC *Star Wars* Platinum, OCBC 90°N or Nyala Platinum Mickey Mouse Edition Credit Card** via **web.ocbc.id/applydisneyrun** and enter the promo code **OCBCDISNEYRUNJKT** (24 July – 25 August 2026), or

- **Open a TANDA Hadiah Savings Account** via the **OCBC mobile app** (27 July – 25 August 2026).

Customers who participate in the **Early Access Program** will receive an **e-voucher** for a discount off the pre-sale ticket price, based on the selected program, and are **guaranteed the opportunity to purchase tickets** for Disney Run Jakarta 2026, subject to category availability, **without having to compete for tickets during the public sales on 5 or 10 September 2026**. Eligible customers will receive their **voucher code via email starting from 1 September 2026**.

For more information, visit:

- **Event Website:** ocbc.id/disneyrunjkt26
- **TANDA Hadiah Program:** web.ocbc.id/tandadisneyrun
- **Credit Card Program:** web.ocbc.id/ccdisneyrun

Pre-sale: 5–10 September 2026

- Exclusive to **OCBC customers**.
- Payment must be made using an **OCBC Visa Credit Card or Debit Card**.

General Sale: Starting 10 September 2026

- Open to the **general public**.
- Available using the payment methods provided during checkout.

3. **How much is the registration fee for Disney Run Jakarta 2026?** The registration fees for each race category are as follows (refer to the table):

Category	Early Access Credit Card *Special ticket price only for new OCBC customers with an approved OCBC Credit Card Star Wars or 90°N application*	Pre-sale *Ticket price for OCBC customers who pay with OCBC Debit / Credit Card*	General Sale *Ticket price for public with various payment methods*
1K (Kid / Adult)	Rp174.500	Rp349.000	Rp449.000
1K Family package: (1 Kid + 1 Parent)	Rp324.500	Rp649.000	Rp749.000
5K	Rp224.500	Rp449.000	Rp549.000
10K	Rp249.500	Rp499.000	Rp599.000

** The listed base prices do not include additional charges such as taxes and service fees*

4. **What will I receive as a participant in Disney Run Jakarta 2026?**
All registered participants will receive:
    - An **exclusive race jersey**
    - A **tote bag**
    - A **race bib (BIB)** with a timing chip
    - **Special event merchandise**
    - An **exclusive finisher medal**

5. **How will I know if my registration has been successful?**
   Once your registration and payment have been successfully completed, a **confirmation email** will be sent to the email address you provided during registration. Please ensure that your email address is entered correctly to receive all event communications.

6. **Can I change my race category after registering?**
   No. Once your registration has been completed, **your selected race category cannot be changed**.

7. **Can I update my registration details after registering?**
   Yes. Registration details may be updated **while the registration period is still open**.

   To request a change, please send an email to **ocbcdisneyrunjkt26@gofit.id** or contact **TANYA OCBC** at **1500999**.

   Only the following information may be corrected:

   - Date of birth
   - Address
   - Identification number (if there is a typographical error)

   The event organizer reserves the right to verify and validate any requested changes to ensure the accuracy of the information. Please note that **participant names and jersey sizes cannot be changed** after registration. Participants are encouraged to carefully review all registration details before completing their payment.

8. **If I have already registered, can I withdraw from Disney Run Jakarta 2026?**
   Yes. You may withdraw from Disney Run Jakarta 2026 at any time. However, **registration fees are non-refundable**. If you choose to withdraw, any registration fees that have already been paid will not be refunded.

9. **What is the withdrawal policy for Disney Run Jakarta 2026?**
   Participants who do not attend or cancel their participation in Disney Run Jakarta 2026, **for any reason**, are **not eligible for a refund** of their registration fee.

10. **Can I transfer my race ticket to someone else?**
    No. Race registrations are **non-transferable** and **cannot be assigned or transferred to another person**.

11. **What should I do if I accidentally delete my registration confirmation email?**
    Please contact us by emailing **ocbcdisneyrunjkt26@gofit.id** or by sending a direct message to **@ocbc_indonesia** on Instagram. We will resend your registration confirmation email.

12. **What payment methods are accepted for registration?**

    - Pre-sale (5–10 September 2026): Payment must be made using an OCBC Visa Credit Card or Debit Card issued in Indonesia. If the physical card hasn't arrived yet, you can use the online debit / credit card on OCBC mobile
    - General Sale (starting 10 September 2026): All available payment methods accepted during checkout may be used.

RACE PACK COLLECTION

1. **When and where can I collect my Race Pack?**
   Race Pack Collection will take place according to the following schedule:

   - **Days:** Wednesday – Friday
   - **Dates:** 11–13 November 2026
   - **Time:** 10:00 AM – 8:00 PM (WIB)
   - **Location:** The Breeze BSD

2. **What documents do I need to bring when collecting my Race Pack?**
   Please bring the following:
   - An **original valid identification document**, such as an Indonesian ID Card (KTP), Driver's License (SIM), Student ID Card, Birth Certificate, Family Card (KK), or Passport.
   - Your **registration confirmation**, either in printed or digital format.

3. **Is Race Pack Collection mandatory?**
   Yes. All participants are required to collect their Race Pack during the scheduled Race Pack Collection period. Each Race Pack includes:
   - The official **Disney Run Jakarta 2026 race jersey**
   - Your **race bib (BIB)**

   These items are mandatory and must be worn or used during the race.

4. **Can someone else collect my Race Pack on my behalf?**
   Yes. Race Pack Collection may be authorized to a representative, provided they bring:
   - Your **registration confirmation**
   - A copy of your **identification document**
   - A **printed and signed authorization letter** from you. The authorization letter template can be downloaded **here**.
   - Each representative may collect **up to three (3) Race Packs** in a single queue.

5. **Can I collect my Race Pack on Race Day?**
   No. Race Packs **cannot be collected on Race Day or after the event has ended**. Race Packs **will not be shipped** to participants' addresses.

EVENT DAY

OCBC Information Classification: Public

1. **Will there be a baggage storage facility at the event venue?**
   Yes. A **baggage storage area** will be available at the event village for participants.

2. **Is wearing the race bib (BIB) mandatory?**
   Yes. All participants are required to wear their **race bib (BIB)** during the race.

   A **timing chip** will be attached to the back of the race bib to record your official race time and verify that you complete the designated course.

   If you do not wear your race bib, **your race time will not be recorded**, and you will be considered as **not having participated** in the race.

3. **What is the race route?**
   Details of the race route will be announced at a later date on the official event website: **ocbc.id/disneyrunjkt26**

4. **What is the cut-off time for each race category?**
   Participants must complete their race within the following cut-off times:
   - **10K:** 2 hours
   - **5K:** 1 hour 30 minutes
   - **1K (Single/Family Package):** 1 hour

   Participants who fail to finish within the designated cut-off time will be **disqualified** and **will not receive a finisher medal**, and their race results will not be recorded or published.

5. **What will I receive after completing the race?**
   Participants who cross the finish line **within the official cut-off time** set by the Event Organizer will receive a **finisher medal.**

6. **What are the jersey sizes available for Disney Run Jakarta 2026?**

The **Disney Run Jakarta 2026 race jersey** is available in multiple sizes. Please refer to the official **Jersey Size Chart** during registration to select the size that best fits you

Disney Run Jakarta 2026 Jersey

Size chart

JUNIOR MEASUREMENT

MEASUREMENT	JUNIOR		
	S	M	L
Body Length (A)	49	55	61
Chest Width (C)	30	32	36
Shoulder Width (B)	33	35	39

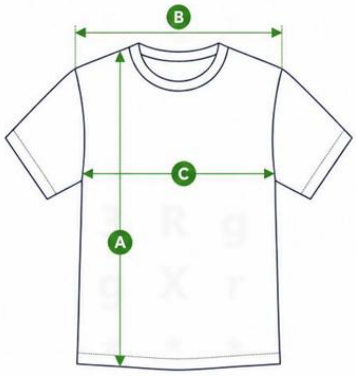
Size L Junior juga bisa untuk wanita dengan size petite.

ADULT MEASUREMENT

MEASUREMENT	ADULTS		
	S/M	M/L	XL/XXL
Body Length (A)	69	74	79
Chest Width (C)	48	53	58
Shoulder Width (B)	42	45	48

Ukuran tersedia dalam cm dengan toleransi ukuran kurang lebih 2cm.

MEASUREMENT GUIDE



A Body Length (HPS)
Diukur dari titik tertinggi bahu (High Point Shoulder) hingga ujung bawah kaos.

B Shoulder Width
Diukur dari ujung bahu kiri hingga ujung bahu kanan.

C Chest Width
Diukur 1 inch di bawah ketiak, dari sisi kiri ke kanan.

Please note the following:

- Jersey sizes are **subject to availability**.
- Your jersey size **must be selected during registration**.
- **Jersey size cannot be changed** after your registration has been completed and payment has been made.

7. **What if my race jersey doesn't fit? Can I exchange it for a different size? Can I still participate?**
When registering, please ensure that you select the correct jersey size.

   Please note that **race jerseys cannot be exchanged**, and requests for size exchanges will not be accommodated.

   Yes. You may still participate in the event by wearing another jersey of your own.

8. **Am I allowed to wear a costume during the event?**
Participants are welcome to come dressed in their best Disney-inspired style.

   This run event is a casual, family-friendly environment. In that spirit, we ask you to please use your discretion and ensure that your costume is comfortable and appropriate for all ages.

   For the safety and comfort of all participants, please leave full costumes, face-covering costume masks, large props or accessories, as well as clothing with objectionable material, including obscene language or graphics, at home.

OCBC Information Classification: Public

The Event Organizer reserves the right to conduct additional security checks, deny entry, or require participants to change their attire if it is deemed inappropriate or disruptive to other participants.

9. **What beverages will be available during the race?**
   Water and isotonic sports drinks will be available at the **Hydration Points** along the race course and at the **refreshment tent** beyond the finish line.

10. **Can I bring my pet while participating in the race?**
    No. **Pets are not permitted** within the event venue or anywhere along the race route.

11. **Are participants allowed to use bicycles, roller skates, skateboards, or strollers during the race?**
    No. Participants are **not permitted** to use bicycles, roller skates, skateboards, or strollers while on the race course.

12. **Will there be luggage storage area during the race?**
    Yes, participants are allowed to leave their belongings include stroller and other items during race day. Participants will be given a number for item collection

13. **What prizes will be awarded to the podium winners in each category?**
    Prize details will be announced at a later date.

    Prizes will be awarded **only to Indonesian citizens** who present a valid **KTP, SIM, Passport, Birth Certificate, Student ID, KIA (Child Identity Card), or Family Card (KK)** on Race Day.

    For complete information, please refer to the **Race Rules and Regulations**.

14. **Will there be road closures during the event?**
    Yes. Information regarding road closures will be announced closer to the event date.

    Road closures will be coordinated and supported by the **local authorities and police**.

15. **Will parking be available at the event venue?**
    Parking information will be provided in the **Official Race Guide**, which will be made available closer to Race Day.

Miscellaneous

1. Any information not covered in this FAQ will be announced at a later date.

2. For questions not addressed in this FAQ or for any additional race-related inquiries, please send a direct message to **@ocbc_indonesia** on Instagram.