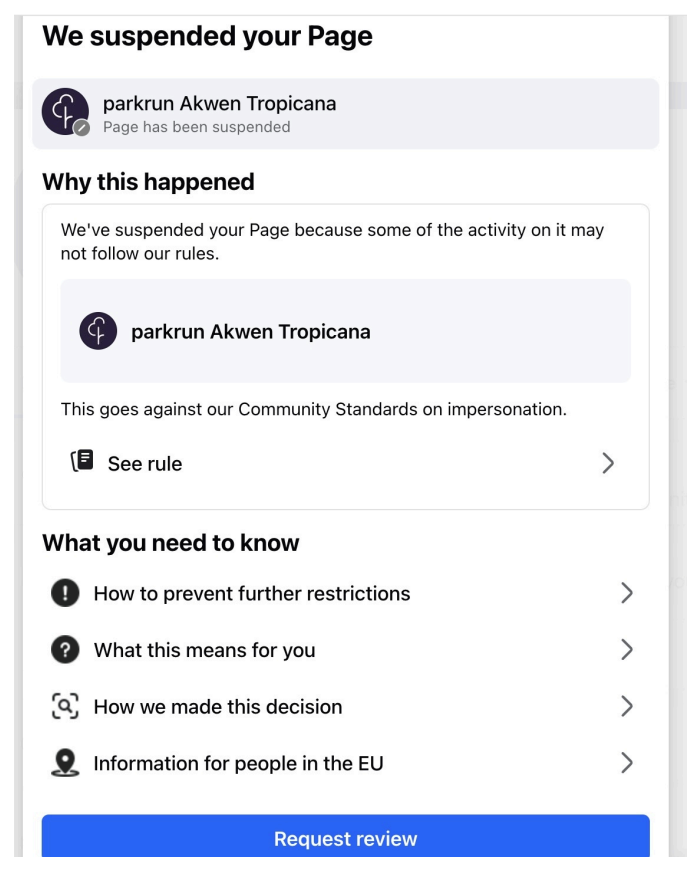







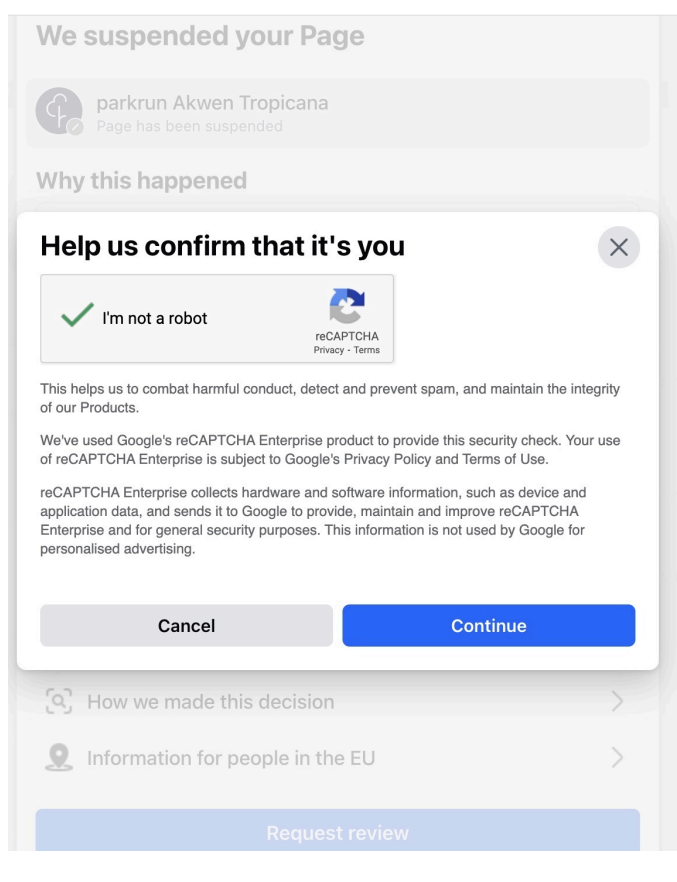








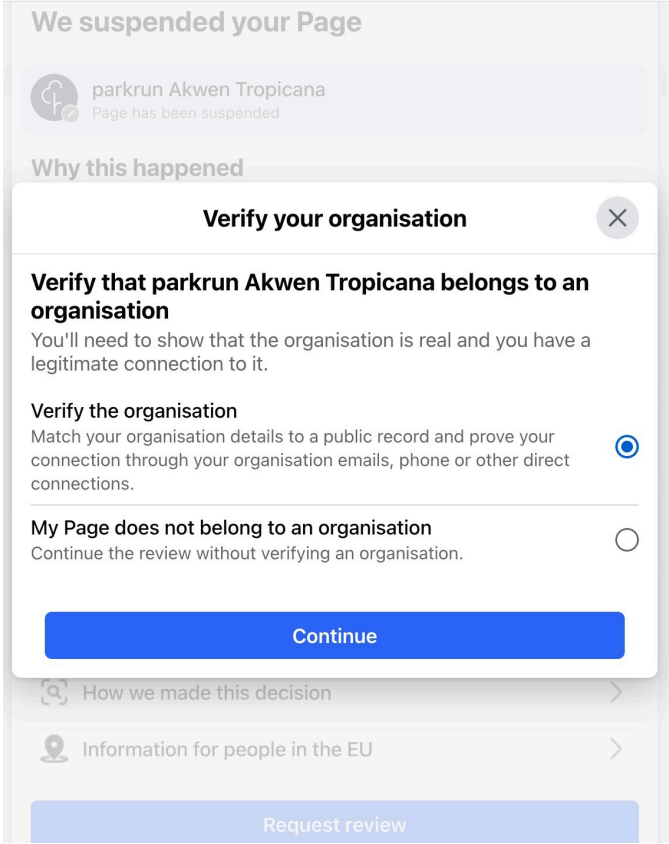
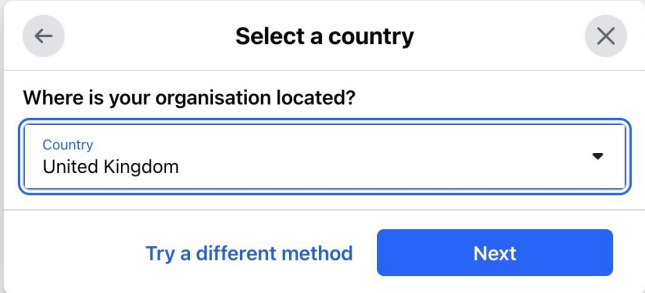


# Facebook page suspended - appeal steps

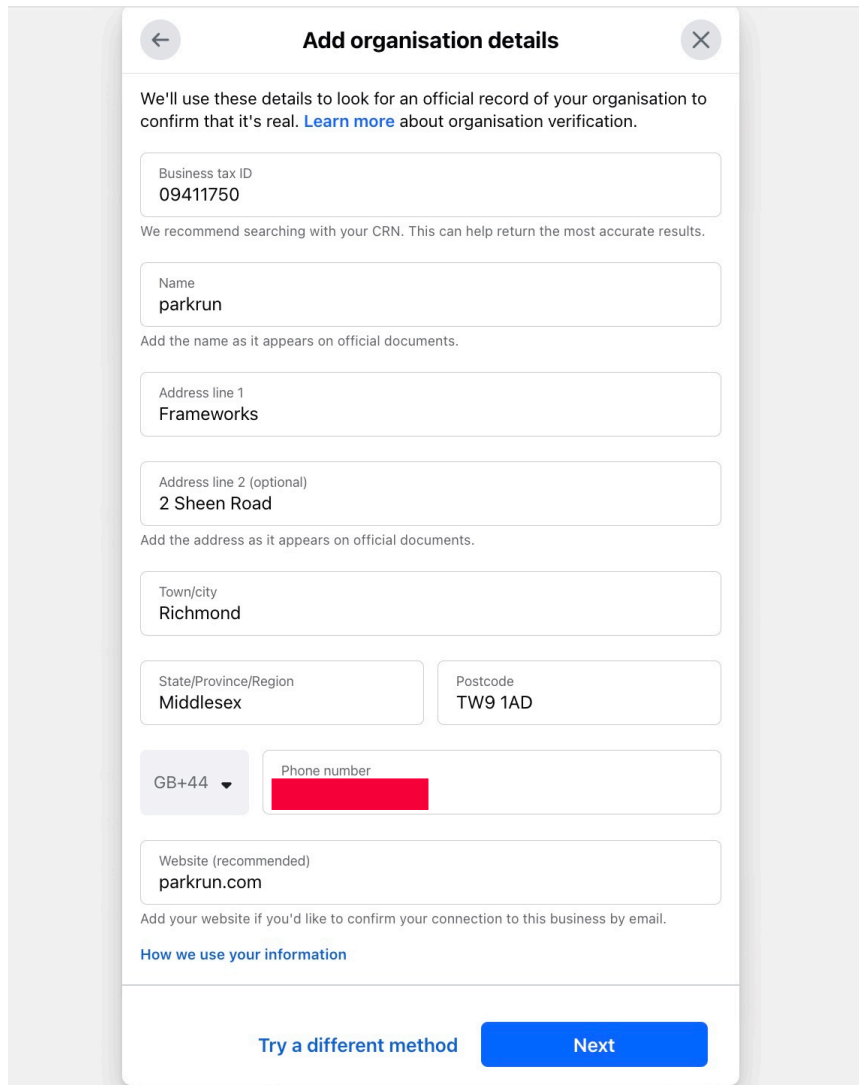
Facebook has repeatedly suspended many parkrun event pages. If your page is affected, we recommend taking the following steps, as they have often led to a quick reinstatement. This helps confirm your connection to parkrun with Facebook.

We're aware that some pages have received different appeal prompts and options. We're monitoring the situation to see if we can offer further guidance. If this happens to you, please take screenshots and let us know.

1	2
 <p><b>We suspended your Page</b></p> <p> parkrun Akwen Tropicana Page has been suspended</p> <p><b>Why this happened</b></p> <p>We've suspended your Page because some of the activity on it may not follow our rules.</p> <p> parkrun Akwen Tropicana</p> <p>This goes against our Community Standards on impersonation.</p> <p> See rule &gt;</p> <p><b>What you need to know</b></p> <ul style="list-style-type: none"><li> How to prevent further restrictions &gt;</li><li> What this means for you &gt;</li><li> How we made this decision &gt;</li><li> Information for people in the EU &gt;</li></ul> <p><a href="#">Request review</a></p>	 <p><b>We suspended your Page</b></p> <p> parkrun Akwen Tropicana Page has been suspended</p> <p><b>Why this happened</b></p> <p><b>Help us confirm that it's you</b> </p> <p> I'm not a robot  reCAPTCHA Privacy - Terms</p> <p>This helps us to combat harmful conduct, detect and prevent spam, and maintain the integrity of our Products.</p> <p>We've used Google's reCAPTCHA Enterprise product to provide this security check. Your use of reCAPTCHA Enterprise is subject to Google's Privacy Policy and Terms of Use.</p> <p>reCAPTCHA Enterprise collects hardware and software information, such as device and application data, and sends it to Google to provide, maintain and improve reCAPTCHA Enterprise and for general security purposes. This information is not used by Google for personalised advertising.</p> <p><a href="#">Cancel</a> <a href="#">Continue</a></p> <p> How we made this decision &gt;</p> <p> Information for people in the EU &gt;</p> <p><a href="#">Request review</a></p>
<p>First of all select the Request review button.</p>	<p>If you get promoted please follow Facebook's process to confirm you are not a robot and select Continue.</p>

3	4
	
<p>Select verify the organisation to confirm you are part of parkrun and select Continue.</p>	<p>Select your organisation is located in the United Kingdom, please do this even if your individual event is outside the UK. Then select Next.</p>

5



**Add organisation details**

We'll use these details to look for an official record of your organisation to confirm that it's real. [Learn more](#) about organisation verification.

Business tax ID  
09411750

We recommend searching with your CRN. This can help return the most accurate results.

Name  
parkrun

Add the name as it appears on official documents.

Address line 1  
Frameworks

Address line 2 (optional)  
2 Sheen Road

Add the address as it appears on official documents.

Town/city  
Richmond

State/Province/Region  
Middlesex

Postcode  
TW9 1AD

GB+44 Phone number  
[Redacted]

Website (recommended)  
parkrun.com

Add your website if you'd like to confirm your connection to this business by email.

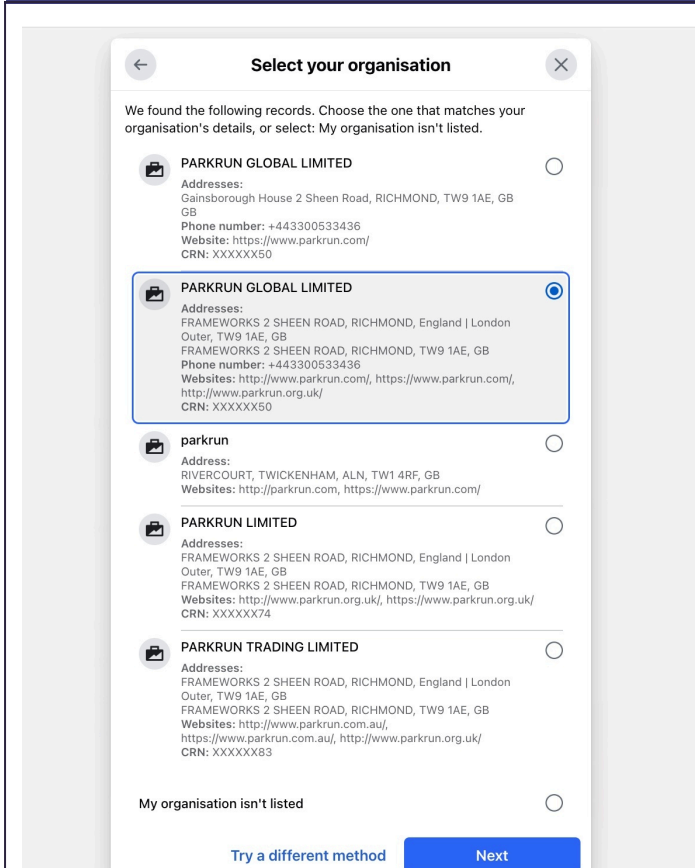
[How we use your information](#)

[Try a different method](#) **Next**

Please input the following details and then click Next:

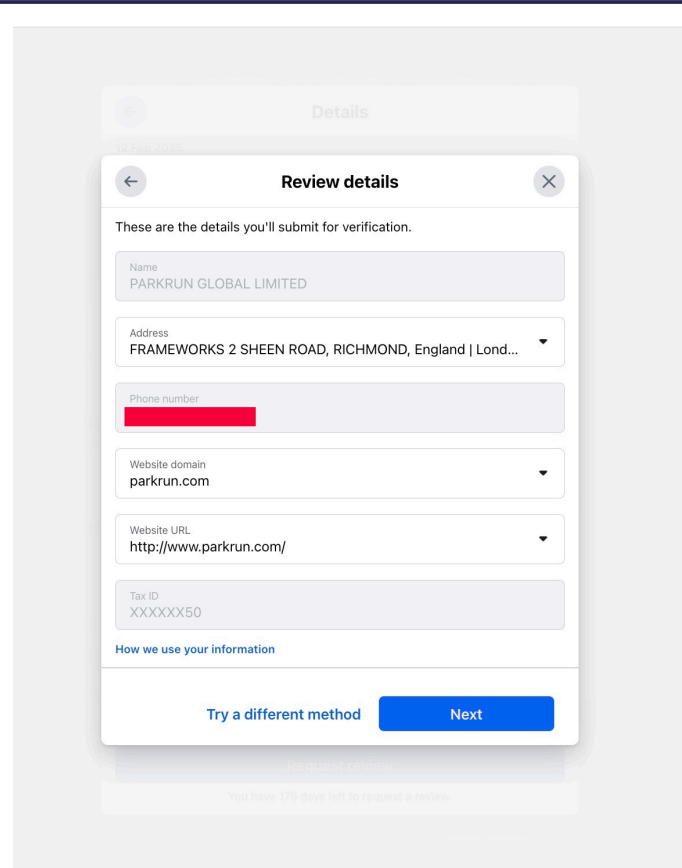
- Business tax ID - **09411750**
- Name - **parkrun**
- Address - **Frameworks, 2 Sheen Road, Richmond, Middlesex, TW9 1AD**
- Phone number - **Your own mobile number, in case Meta tries to reach out**
- Website - **https://www.parkrun.com**

6



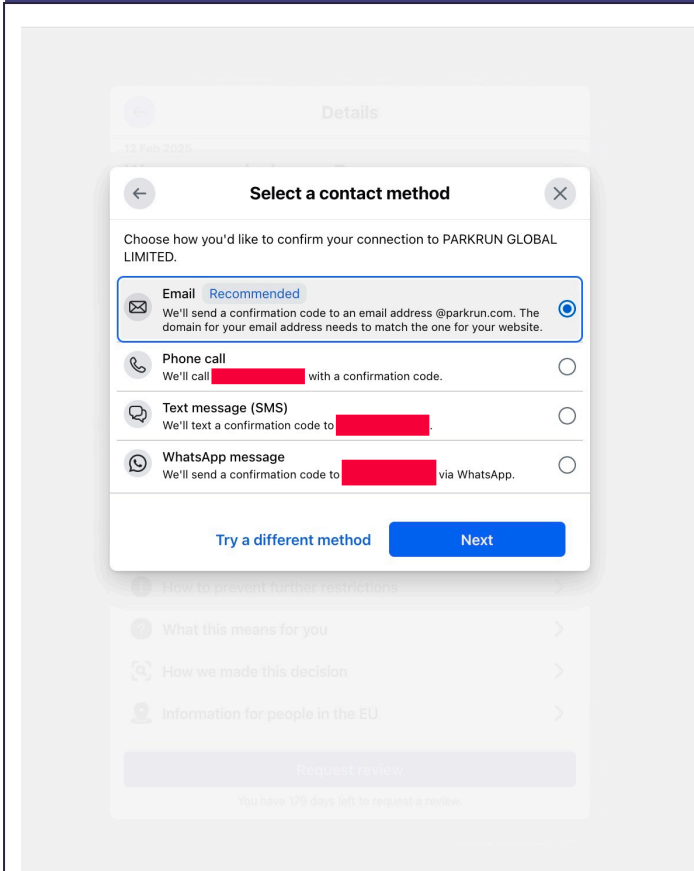
Select your organisation, with the second PARKRUN GLOBAL LIMITED option and select Next. Make sure you select the option for CRN which ends with “X50”

7



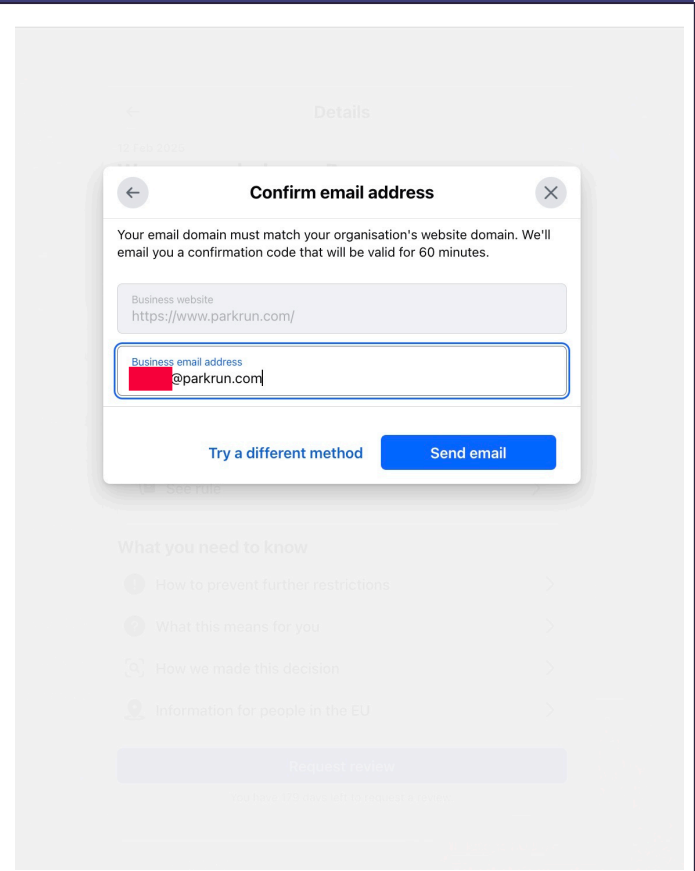
Review the details and then select Next.

8



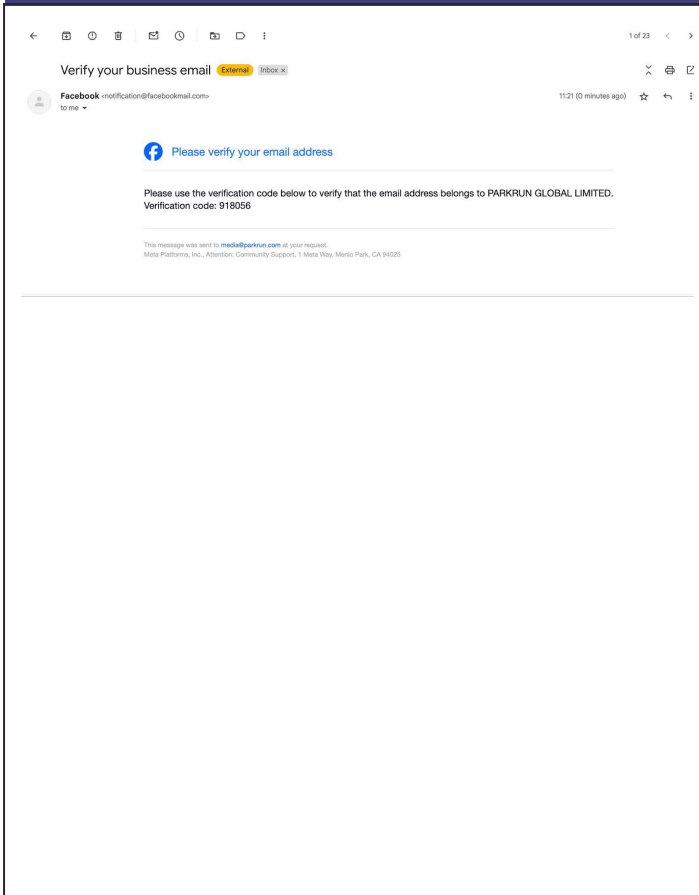
Select email as your contact method and click Next.

9



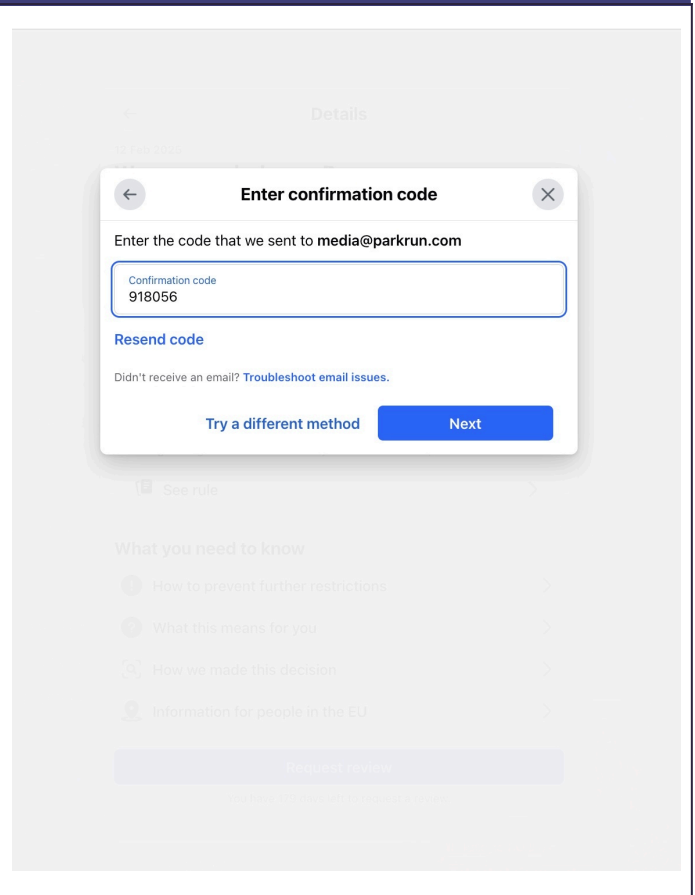
Input in **YOUR EVENT TEAM EMAIL ADDRESS**, this is to verify you are linked to parkrun.com. Please don't send to any other parkrun email address as it will make it harder to get a verification code.

10



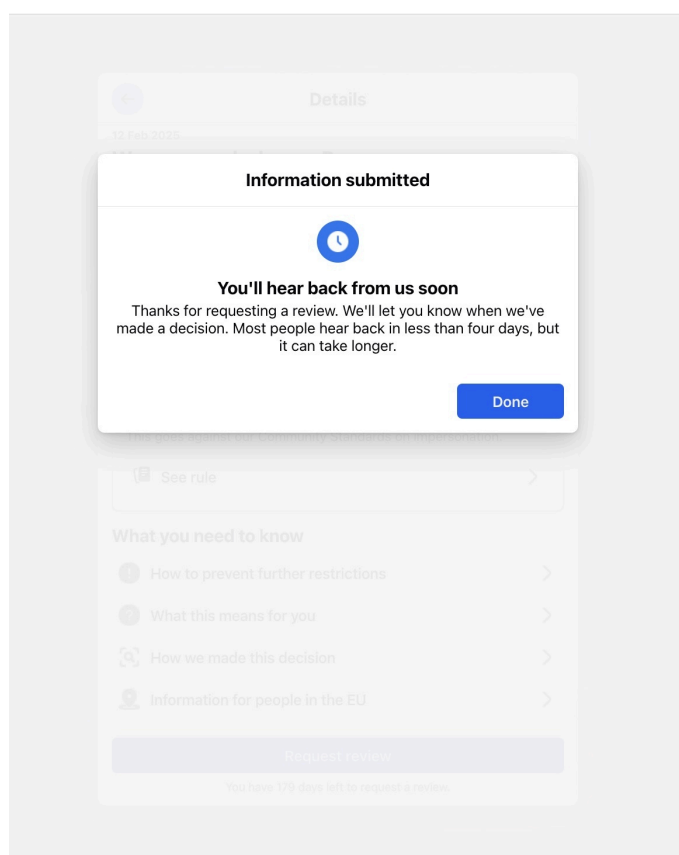
You should receive a verification code to your event team email address.

11



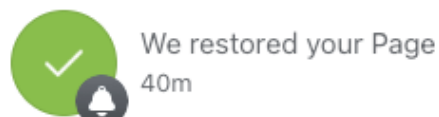
Input this confirmation code into the box and then click Next.

13



You will then receive a prompt saying you'll hear back soon. It can vary how long Facebook takes to review this form, we have found that it normally takes around three hours, but can take longer or shorter.

14



You can check back on your page to see if there are any updates and if your page is successfully re-opened you should receive a notification via your email or on the page itself.

If the review is unsuccessful please let us know via [eventsupport@parkrun.com](mailto:eventsupport@parkrun.com) and we can try to escalate from our end. We have some in-roads at Facebook but can't put any promised time frames on how long this may take.