

Larking Gowen City of Norwich Half Marathon 2015

Frequently Asked Questions v1

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About the organisers

Q: Who organises this race?

A: This race is organised and staged by the members and friends of City of Norwich AC. Most of the work behind the scenes in the weeks leading up to race day is undertaken by a race committee led by our Race Director Hugh McGill.

All the members of the race committee have full-time day jobs to attend to and give their time voluntarily to this event. This means that all enquires are dealt with outside of normal office hours and on some occasions it may take a day or two for us to get back to you with the answers to any questions you may have.

As we approach race day, club members, friends and other volunteers step forward to make up 3,250 race packs, to deliver 1,500 leaflets by hand to advise local residents and businesses of the road closures in place on race day and to assemble the finishers' goody bags ready for race day itself.

When the weekend of the race arrives, around 200 members and friends of City of Norwich AC are on hand to set up the race, welcome around 5,000 runners, supporters and spectators to the Norfolk Showground and then pack everything away afterwards.

Without the unpaid efforts of our club members and friends, there would be no City of Norwich Half Marathon for everyone to enjoy - please contact manpower@cityofnorwichhalfmarathon.com if you would like to give us a hand on race day - thank you.

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About the race

Q: Why is this race called the City of Norwich Half Marathon when it clearly doesn't go anywhere near the centre of Norwich?

A: When this race first got going in 1985, it was based in the centre of Norwich and in the early years this was the perfect place to hold it. However, with the advent of Sunday trading and a growth in the popularity of this race it soon became evident that Norwich city centre did not have the infrastructure to cope with such an event. And so we decided to move to the Norfolk Showground in 1993 and we've been there ever since.

Q: Where does the course go? Not just round and round the Showground, surely?

A: The Start and Finish are both located within the Showground and the race follows a fast rural course through the parishes of Easton, Honingham, Colton, Marlingford and close to Easton College. The course will be clearly marked at every mile and also at half-way.

There will be digital clocks showing the official (gun) time on the lead vehicle, at half-way and at the Finish. Please visit the Race Day Info page of our race website at www.cityofnorwichhalfmarathon.com/race-information.asp for more details.

Q: Are the roads going to be closed to through traffic during the race?

A: Yes, they are - but you will still need to be vigilant while running as residents and those wishing to visit local businesses and Easton College are entitled to vehicular access at all times during the road closures.

Entering the race

Q: Is there a minimum age for this race?

A: Yes, you must be at least 17 years old on 22 November 2015 to take part. This age limit is set by UK Athletics who are our governing body and providers of our road race licence.

Q: Where can I get hold of a paper entry form?

A: This race is online entry - please visit <http://www.cityofnorwichhalfmarathon.com/enter.asp> to register.

Q: How will I be able to enter this race after the online entry system has closed?

A: After the online registration system has closed (ie when all 3,150 regular places have been sold or at midnight on Saturday 7 November - whichever comes first) a limited number of charity places will be available in return for a pledge of at least £100 to Macmillan Cancer Support. These places are "first come first served" - please visit <http://www.cityofnorwichhalfmarathon.com/enter.asp> for more details.

Q: I think I've entered this race but I can't find my confirmation email anywhere - what should I do please?

A: First of all, please check your spam folder to see if it's there. If it's not, then please send an email to info@cityofnorwichhalfmarathon.com stating your name and date of birth and the date when you think you entered. We'll check our database and then get back to you.

Q: If you sell out, will I be able to join your waiting list please?

A: Sorry but no - we don't operate a waiting list.

Q: I'm an elite runner, may I have a complimentary place please?

A: Sorry but no - we offer complimentary places to last year's winners and a few others but we don't just dish out free places because someone tells us that they're a fast runner.

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Q: I know registration has closed but I'm an elite runner, surely you want to someone of my quality up at the front so may I have a free place please?

A: Sorry but no - you had your chance to register along with everyone else before registration closed.

Time limit

Q: I'm not a particularly fast runner - is there a time limit?

A: Yes there is - it's 90 minutes at half-way. Anyone who hasn't reached half-way by the time the official race clock shows 90 minutes will be directed to retire and not allowed to continue. This is to ensure that we can get everything packed away in the remaining daylight and to allow local roads to be re-opened to through traffic as promptly as possible.

Race packs

Q: I've just entered this race - when do you think I will receive my race pack?

A: Race packs will be posted during the last week of October.

Q: I've mislaid my race pack. How do I get a replacement race number?

A: Please go to the Help Desk in the Race HQ by 10am on race day with some photo ID and £2 in cash and we will issue you with a replacement pack. Please advise us at info@cityofnorwichhalfmarathon.com in advance if you need a replacement pack so we can have one waiting for you.

Race numbers & timing chips

Q: So what's this about our timing chips being attached to our race numbers? I thought we had to attach our timing chips to our shoes like we do in the London Marathon

A: Your timing chip is already attached to the reverse of your race number and that's where it must stay please. You must not try to remove it or worse still wear it on your shoe - please leave it where it is for a trouble-free race. And please take care when attaching your race number to the front of your running top - use a safety pin in each corner, please.

Q: Is it true that timing chips on race numbers don't work very well if you cover them up with an outer layer of clothing?

A: Yes it is! You must wear your race number on the outside of your top layer of clothing, please.

Q: Will you be taking my race number chip off me after I've crossed the Finish Line?

A: No we won't - the timing chips used in our race are "one time use" only and we don't want them back, thanks.

Q: I can't find my timing chip - can I have another one please?

A: Your timing chip is attached to the reverse of your race number. If you can't find that, then please go to the Help Desk in the Race HQ by 10am on race day with some photo ID and £2 in cash and we will issue you with another race number. Please advise us at info@cityofnorwichhalfmarathon.com in advance if you will be needing a replacement race number so we can have one waiting for you.

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At the Finish

Q: What happens after I cross the Finish line?

A: Your finish time will automatically be recorded as you cross the Finish line. You'll be presented with your race medal and then directed to collect a bottle of water and your goody bag. Then you'll emerge into the public area and towards the Baggage Store if you used it.

Q: Will you be taking my timing chip off me after I've crossed the Finish line?

A: No we won't - the timing chips used in our race are "one time use" only and we don't need them back, thanks.

Q: Will it be ok if I wait at the Finish line to see my friend complete the race?

A: Sorry but no - we need to keep the area immediately beyond the Finish area clear in case of emergencies so you will be directed to move through and we'd welcome your cooperation with this please.

Withdrawal

Q: I entered this race but now find that I can't do it after all - may I have a refund please?

A: Sorry, but no - the Race Rules state that we don't give refunds.

Q: I've got my race pack but now find that I can't do the race after all - do I need to inform anyone that I won't be running?

A: No, that's not necessary but thanks for asking.

Q: I won't be able to do the race myself but my friend says he's now interested so will it be alright if I give him my race number so he can run in my place?

A: Certainly not! The transferring of race numbers is strictly forbidden by the Race Rules. Your race number has been issued to you on the basis of the details you provided to us when you entered and must not be given to anyone else. Imagine the anguish and grief that would ensue if your friend had a serious accident or worse during the race and we had to break some terrible news to the wrong next of kin.

Q: Ok, so you don't want my friend to run wearing my race number - fair enough. But if I contact you before the race and give you all his details, then surely you can just update your database and everything will be fine?

A: Sorry, but it's not as simple as that. We just don't have the time or resources to deal with additional bits of administration in the weeks leading up to the race. So we have a "no refunds and no substitutions" policy that's written into the Race Rules and we bring these Rules to the attention of everyone during the entry process. And we're no different to the vast majority of other road races who have operated the same policy for many years.

Q: I can't run the race after all. May I transfer my place to next year's race please?

A: Sorry, but no. We don't transfer places between races.

Race charity

Q: How do I get hold of a sponsorship form for this year's official race charity?

A: A sponsorship form for Macmillan Cancer Support is included in every race pack and you can also download a copy from the Race Charity page at www.cityofnorwichhalfmarathon.com

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Q: Am I obliged to raise money for this year's official race charity?

A: No, not at all. While Macmillan Cancer Support will be delighted if you do decide to raise money for them, if you prefer to raise money for another worthy cause then that's fine. And if you don't want to raise money for anyone at all, then that's fine as well.

Dogs, cycles, coaches and pushchairs

Q: Can I bring my dog into the Showground with me on race day?

A: Yes you can and as long as you keep him on a lead at all times then that's fine. But he can't run the race with you and you must clean up after him.

Q: Can I have someone cycle with me while I'm running?

A: Not unless you're the back-marker and then we'll provide the cyclist.

Q: Can my running coach join in during the second lap to spur me on to the finish?

A: No. Everyone who takes part in the race must have registered in the normal way and wear an official race number.

Q: Can I push my buggy when I'm running? I'm allowed to do that at my local parkrun.

A: No. We're not a parkrun.

Getting there on race day

Q: What's the best route to take if I want to avoid the queues for the car parks?

A: You should try to avoid the A1074 Dereham Road out of Norwich and the Longwater interchange in particular as it usually gets very busy here both before and after the race. Our advice is to take the A47 to the Ringland Hills roundabout on the western outskirts of Easton and then follow the yellow car park signs from there.

And please travel early; the car parks will open at 8am on race day and you should aim to be parked and in the Showground by 10am at the very latest. The race will start promptly at 11am.

Q: Where can I leave my bike?

A: Designated bicycle parking will be available within the Showground - please follow the signs from the pedestrian gates. Please lock your bike carefully and make sure that you don't lock it to someone else's bike by mistake.

Q: If I'm being dropped off and / or collected afterwards, where should my driver aim for?

A: The drop off point is at the King George VI Gate on Dereham Road, opposite the old Uniglaze factory. Please follow the directions of the stewards at all times.

Q: I'll have a blue badge holder with me, where should I aim for?

A: Designated parking for blue badge holders will be available within the Showground - please follow the signs.

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Q: If I'm coming to Norwich by train, what's the best way of getting from the station to the Norfolk Showground?

A: The local bus service is infrequent on race day so a taxi is probably your best bet. A typical one-way taxi ride from the train station to the Showground will probably cost around £12 and you should allow 25 minutes for your journey. Ask your driver to drop you at the King George VI Gate on Dereham Road, opposite the old Uniglaze factory.

Hotels & accomodation

Q: Where can I find details of suitable hotels and accommodation in the Norwich area?

A: Most people would use a website like Booking.com (other sites are available) to find a hotel.

Devices with headphones or earbuds

Q: Are you really going to disqualify anyone you see using a device with headphones or earbuds?

A: Yes we are. We disqualified two runners for doing this during last year's event. As race organisers we take the associated duty of care to our customers very seriously. There are several thousands of people involved in or affected by this event and we simply can't have runners wearing headphones or earbuds and drifting off into a world of their own when there are dozens of other runners around them or perhaps a car coming up from behind. So please don't do it.

Q: But if the roads are closed during the race, then what's the problem - there won't be any traffic around, surely?

A: Yes there will. While the road closure order will prohibit "through traffic" from driving along the course, those who live and work on the race route have a legitimate right to vehicular access to their properties at all times during the race. So we need you to be vigilant throughout the race for your own safety and that of others. And we also want you to hear the instructions of the race marshals and police officers who will be on duty on race day

Q: I like to track my runs using an app on my iPhone (other similar devices are available). I won't be wearing headphones or earbuds during the race - is that ok?

A: Yes that's fine. Please just don't use a device with headphones or earbuds and then we'll all be happy.

Facilities at the Norfolk Showground

Q: I'm bringing my family to watch while I'm running. What facilities will there be for them at the Norfolk Showground?

A: The Norfolk Showground is the traditional home of the Royal Norfolk Show, one of the largest agricultural shows in the country. As such it has extensive permanent facilities which we will have at our disposal on race day. There's a large indoor area with loads of room if the weather's a bit grotty, plenty of toilets and lots of refreshments on sale - teas, coffees, burgers, hot dogs, crepes, freshly made cakes etc etc.

The Sportlink shop will be offering a wide range of Salming shoes and other running-related products and we will have a team of masseurs available before and after the race to give your legs a quick rub if you'd like one. This service will be provided free of charge but any donations to Macmillan Cancer Support will be gratefully received.

The leading runners are expected to be back in the Showground at about 12.05pm.

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T-shirts

Q: I ordered one of those commemorative t-shirts when I entered this race - when do I get to collect it please?

A: Please pick it up on race day, preferably before the start of the race please. We will be open from 8am; please show your race number when collecting.

Q: I didn't order a commemorative t-shirt when I entered - how do I go about getting one now please?

A: We should have a limited stock of this year's t-shirts available for purchase from 8am on race day (price £10) but you'll need to be quick as they will be sold on a "first come, first served" basis.

And we'll also be selling off our remaining stock of previous year's t-shirts at clearance prices on race day.

Bad weather

Q: If the weather's bad on race day, how can I check if the race is still going ahead before I set off?

A: Please call 07938 924314 to listen to a recorded message or check out the race website. We'll be updating both as race day approaches.

You can also follow us on Twitter @Norwichhalf and "like" us on Facebook - just search for City of Norwich Half Marathon.

Departure

Q: Are there any special arrangements for getting out of the car parks?

A: When lots of people try to leave the Showground car parks at the same time, some delays are inevitable. Please be patient and follow the directions of our car park staff as you depart - they are fully accredited to carry out traffic management duties and regularly engaged to manage the Showground car parks at other events. They will get you on your way as quickly as they can.

You can help yourself by planning a route home which avoids the Longwater interchange if at all possible:

- *When leaving the Showground car park, vehicles will be directed to turn left through the village of Easton to join the A47 at the Ringland Hills roundabout. From there, if you are heading for Norwich we recommend that you follow the A47 Southern bypass and then the A1108 or A11 or A140 or A146.*
- *When leaving the Costessey Park & Ride car park, at peak times our car park staff will direct all vehicles to turn left and follow a signed route through the village of Bawburgh to the A47 Southern bypass.*