

Larking Gowen City of Norwich Half Marathon 2010

Frequently Asked Questions v19

Contents

- The race
 - Entering the race
 - Race packs
 - Race charity
 - Withdrawal
 - Getting there on race day
 - Headphones
 - T-shirts
-

The race

Q: I thought this race got cancelled back in November because of the ice & snow. So what's happened?

A: Yes, we had to postpone this race on 28 November 2010 because the course was covered in ice & snow. We've now rescheduled it for Sunday 13 March 2011.

Everyone who registered for the November date has been automatically transferred to the March date and should use the race number and timing chip they were issued with. There's no need to re-register and you don't need to pay again.

Q: Why is this race called the City of Norwich Half Marathon when it's obvious that it 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 of this event the city centre was the perfect place to hold it. However, with the advent of Sunday trading and then 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. So we decided to move it to the Norfolk Showground in 1993 and it has been there ever since.

Q: I've heard that it's now a two-lap course. Why is that?

A: A two-lap course offers several advantages to the race. It causes much less disruption to other road users and the general public; it's easier to manage from our point of view - for instance, we need fewer road closures, fewer signs, fewer marshals, fewer first aid stations etc - and a two-lap course means that we can utilise two of the drinks stations twice rather than only the once as would be the case if it were just a single-lap course.

And your family and friends can also cheer you on at the half-way point as you run through the Showground on the start your second lap!

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

A: The Start is located within the Showground itself and the then race follows a two-lap course through the villages of Easton, Colton, Marlingford and the grounds of Easton College. The runners pass through the Showground at the end of the first lap and - apart from one 50m stretch of grass just after half-way - the race takes place entirely on metalled roads. The course will be clearly marked at every mile and at half-way.

There will be digital clocks showing the gun time on the lead vehicle, at half-way and at the Finish line which is located within the Showground, adjacent to the Start. Please visit the Race Day Info page of our race website at www.cityofnorwichhalfmarathon.com/race-information.asp for more details.

Larking Gowen City of Norwich Half Marathon 2010

Frequently Asked Questions v19

Q: Where can I view a video of the race route?

A: Please click on this link www.youtube.com/watch?v=k7_jC_Lrijs&NR=1 to take a ride round the course with Granville Courtnell. Granville was the Race Director of the City of Norwich Half Marathon for many years and is now a member of City of Norwich AC's race committee.

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 at all times as residents and those wishing to visit local businesses and the Easton College campus are entitled to vehicular access at all times.

Entering the race

Q: Is there a minimum age for this race?

A: Yes, you must be at least 17 years old on 13 March 2011 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 please?

A: Sorry, but we don't do paper entry forms any more; this race is online entry only. Please visit the "How to Enter" page at www.cityofnorwichhalfmarathon.com

Q: Not everyone has access to a computer or wants to shop online, so why don't you accept postal entry forms as well? My own club accepts postal entry forms for our races so why can't you?

A: We expect to sell around 3,250 entries and an online registration system provides us with a very efficient method of processing those entries. It means we don't have to mess about with entry forms that we can't read, missing dates of birth, cheques made out to the wrong payee, cheques made out for the wrong amount, cheques that bounce, envelopes with no stamps that are waiting to be collected at the local sorting office, etc, etc.

And please remember that this event is organised by a band of volunteers in their spare time and online entry is therefore the way to go these days. So if you don't have a computer yourself, please help us by asking someone who does to let you use theirs.

Q: How can I enter this race after the Runner's World online entry system has closed?

A: Sorry, but you can't. When the online entry system closes (when the entry limit of 3,250 is reached or at midnight on Saturday 5 March 2011, whichever is sooner) then that's that. And please note that we do not accept entries on the day.

Q: I've tried several times to enter online but my computer just won't let me. I'm desperate to do this race so please can you make an exception and allow me to enter by post?

A: One or two people seem to have this problem every year but we've found that it's usually something to do with your computer rather than the Runner's World online entry system. If you are trying to enter at work then it may be that your IT policy prohibits you from this kind of activity so please try to enter from another computer instead - perhaps at home or at a friend's house.

Q: I think I've entered this race but I can't find my confirmation email from Runner's World 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.

Larking Gowen City of Norwich Half Marathon 2010

Frequently Asked Questions v19

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.

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 in the middle of February. Please contact us if yours has not arrived by 28 February.

Q: But I've waited for my race pack for over a fortnight now, so when will it arrive?

A: Please check the address you gave us when you entered. Have you moved since then? Because the address you gave us when you entered is where we've sent your race pack to, so please check at your old address first. If it's not there, then please send an email to us at info@cityofnorwichhalfmarathon.com and be sure to include your name, your date of birth, the date you entered (from your confirmation email) and your current postal address.

Q: I entered this race before the November deadline and have got my race pack. Do I use the same race number and timing chip for the March date?

A: Yes you do. All the arrangements for the new date will be identical to those described in the race pack already issued to you; we look forward to seeing you on Sunday 13 March.

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

A: Please go to the Information 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. In the meantime, please visit www.cityofnorwichhalfmarathon.com for all the race day information.

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 but you can also download a copy from the Race Charity page at www.cityofnorwichhalfmarathon.com

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

A: No you're not. But 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 by us. And if you don't want to raise money for anyone at all, then that's fine by us as well.

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.

Larking Gowen City of Norwich Half Marathon 2010

Frequently Asked Questions v19

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: Ok, my race pack has arrived but now I won't be able to do the race after all. However my friend says he's interested, so will it be alright if I give him my race number and timing chip 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 & chip were 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 then had to break some terrible news to your 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 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 simply don't have the time or resources to deal with lots of 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. Can I transfer my place to next year's race please?

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

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 both before and after the race. Our advice is to take the A47 to the 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 in the Showground by 10am at the very latest. The race will start promptly at 11am.

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 set you back around £12 and you should allow at least 25 minutes for your journey. Ask your driver to drop you at the Costessey Park & Ride from where the pedestrian route to the Start will be signposted.

Headphones

Q: Are you really going to disqualify anyone you see wearing headphones during this race?

A: Yes we are!! 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 people wearing headphones and drifting off into a world of their own when there's a car coming up behind them. So please don't wear headphones.

Larking Gowen City of Norwich Half Marathon 2010 **Frequently Asked Questions v19**

Q: But if the roads are closed during the race, then what's the problem with wearing headphones? 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

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: You can 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 £8) 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 ...