GREAT MANCHESTER RUN – FAQs

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Purple Wave 10K & ½ Marathon 19\textsuperscript{th} May 2019

FAQs

Q1. When I try to register I receive an error message stating “High risk of fraud determined for this transaction.” How can I register?

Please try again with a different card if possible. If the problem persists then please email purplewave@manchester.ac.uk with the subject line “Registration Error Message” and include a screenshot of the error message.

Q2. When I try to register I receive an error message stating “The authorization request was declined because it did not pass the Address Verification Service (AVS).” How can I register?

Please double check that the card billing address you’re using to register with is input exactly how it appears on your bank account. If the problem persists then please email purplewave@manchester.ac.uk with the subject line “Registration Error Message” and include a screenshot of the error message.

Q3. Someone else paid for my registration and now I’m registered incorrectly under their name. Can this be changed?

Yes. Please email purplewave@manchester.ac.uk with the original and correct registration names using the subject line “Registrant Change of Details”.

Q4: Once I have signed up and paid for my entry online what happens next?

You will be added to our purple wave contact list where you will be contacted regularly with training and other relevant information. We will also send your e-mail address to the race organisers who will e-mail you from info@greatrun.org around 4 – 6 weeks before the event date. This e-mail will contain a link to redeem your token. Please note this token will need to be redeemed to generate you race number or you will not be able to run.

Q5: I have just signed up on the University online store and realised that I am away on the race day, please can I have a refund?

Once your payment is accepted, your fee is not refundable unless supported by a doctor’s note. If this is the case please send a doctor’s note and covering letter stating that you would like to be withdrawn from the event to: purplewave@manchester.ac.uk. You will also be able to sell your entry on to a University staff/student member up until 9\textsuperscript{th} March 2019 however you must inform us and send details of the new runner to the above e-mail.
Q6: I have already paid a place as an individual runner through the Great Run. If I take part as team member with the University can I get a refund for the difference between the full price and the discounted price please?

Unfortunately we are not able to refund any entries fees already paid to Great Run. You are however welcome to apply for a t-shirt and run with the UoM wave. Please register your interest to do so by emailing purplewave@manchester.ac.uk with the title ‘T-shirt Only’. The deadline to do this is by Friday 5th April. Any people making this request after this date will be sent their initially allocated wave information and the appropriate colour of race number. There may still be a possibility to run with us at this point so please let us know.

Q7. How am I helping to run to Singapore?

This year we are linking with overseas Universities and highlighting the remarkable work that UoM undertakes abroad. For every person that signs up to run the 2K, 5K, 10K or Half Marathon, their distance will contribute to our 30,000km route across the world to our partner University in Singapore. You can also input and contribute all your training distances via Strava. As other products offer, you can use Strava for monitoring your training and sharing routes with other runners in the group. The purple wave team will use total distance run from the two groups each week to add to the total kilometres in the race to Singapore. Sign up to Strava here [https://www.strava.com/] and look for our two groups found under clubs:

1. For established runners – University of Manchester Purple Wave 2019
2. For beginners – University of Manchester Beginners Purple Wave 2019

If you wish to find out more about how your information is processed in Strava, please see here: [https://www.strava.com/legal/privacy]

Q8: I have friends / family who are not university employees or students, can they join the group?

The discounted rate is only available to students, staff and alumni of the University of Manchester. The free registration for people fundraising for scholarships or research at The University of Manchester by running the 10K or Half Marathon for sponsorship is available to anyone. If you have contacts that have entered the event with the purple wave and would like to join the wave please contact: purplewave@manchester.ac.uk with the title ‘Non-Uni Runner’ stating:

a. Full name
b. Email address
c. GMR Unique reference numbers
d. T-shirt Size –Please note T-shirts are Unisex and on the generous size and will cost £5.00
Q9: Does the university discount apply to the half marathon on the same day?
Yes, the half marathon will have a 10% discount but we will not be having our own start wave in the same way. Runners entering will be given a t-shirt and the opportunity to set off with other UoM runners if they want.

Q10: Can I enter if I plan to walk the route?
Yes, please select walk when you register and pay online. We will have walk leaders on the day. We are advertising and promoting the event as a walk, jog or run and hope that everyone entering will challenge themselves to achieve the distance in this way. We will be able to support all new people through a tailor made training plan which will help build people up to the 10k from having never done anything before.

We understand the idea of a run may well put some people off and understand that some people will be keen to do a combination of walking and jogging the distance, something which we are very supportive of and would expect all entrants to try during the challenge.

Q11. What if I have disability that limits my mobility?
We would love anyone with any disability to join in with the event and are keen for as many people as possible to be included. We just ask that you make sure you flag your disability and any need for extra support on the online store booking form so that we can make sure these are catered for.

Q12: Which charities can I raise money for?
This year, runners of the Purple Wave 10K or ½ marathon will be able to register for free if they run to fundraise for some of The University of Manchester’s charitable causes: undergraduate scholarships for local disadvantaged students, postgraduate scholarships for students from developing countries and breakthroughs in medical research. To book your free place and for further information about fundraising please visit: https://your.manchester.ac.uk/purplewave/

You can raise money for your own Charity but we ask that you register with our Raising and Giving team so that we can keep track of how much money is raised across the board.

We will be challenging all runners to try and raise money to support our social responsibility agenda.

Q13: I am a new runner, what support can I get from the University?
The University has increased its offer of group run training especially for the event. We have collated a list of run leaders and sessions that will be running on a weekly basis. For full details please see our Running and Walking webpage.
Q14: How can I help out with the organisation of the team?
If you would like to be involved in any way, as well as or instead of, running in the event then please contact us on: purplewave@manchester.ac.uk with the title ‘I want to volunteer’. We have a group of volunteer run leaders and supporters for the running groups as well as group of administration volunteers who are assisting with such things as promotion, marketing, social media. If you think you could help we would love to hear from you!

Q15: Are there any other programmes offered by the University which may help me get fit for the run?
The UoM Sport office offers a whole range of different programmes and activities which can help prepare your mind and body for the run (alongside your run training). Information about free activities in SPORTICIPATE through to 8 week courses (starting in 2019) such as Pilates and Yoga from ACTIVE Manchester, can be found on the UoM Sport website.

Q16: How can I find other people in my area of work / study that are taking part?
We will be creating a ‘UoM Great Run Community’ Facebook page and also have a @uomsport twitter account where people can communicate with each other through the #purplewave. The hope is that people can meet and communicate, share routes, training ideas, thoughts on nutrition etc. via these forums. If you find people on here and want to set up individual groups please feel free to do so but ensure you let the organising committee know of any activities you want to advertise relating to training etc.

Q17: Do I have to wear the purple t-shirt which is provided?
The purple t-shirt is included in the price you pay and is an integral part of creating the purple wave impact. Therefore, anyone accessing our discounted or free places must wear the t-shirt during the start of the run.
If you wish to wear other items of kit relating to your team, that is fine as long as you are sporting the purple t-shirt as well.

Q18: I am not sure of my running ability; will I be able to keep up if I join one of the groups running sessions?
It is recommended that you attend one of the Beginner sessions to start with if you are unsure of how you will manage. These groups will accommodate all abilities and speeds and you will never be too slow. If you cannot run all through the session to start with this is fine and you should not worry. These sessions are here to help everyone improve.
Q19: What will our start time be on event day?
All UoM runners will start the race together in the same wave. If runners decide to then race to their own pace this is fine. We do not yet have our wave start time confirmed by Great Run but will communicate this as soon as it is available.

Q20: Where will we meet on the day?
We will be hosting a meet point at the Renold building (North Campus) before the event and taking our mass entry over collectively. Most people will meet us here, however you are able to come and meet us at the race start point directly should you wish. Finer details will be sent to you nearer race day.

To book your place - https://your.manchester.ac.uk/purplewave/

**Deadline to sign up – Friday 5th April**

Terms & Conditions Great Manchester Run – Purple Wave

Once your payment is accepted, your fee is not refundable unless supported by a doctor’s note. If this is the case please send a doctor’s note and covering letter stating that you would like to be withdrawn from the event to:

The Sport Development Team,
William Kay House,
SPORT Office,
333 Oxford Road,
Manchester M13 9PG

or you can scan it and email to purplewave@manchester.ac.uk

In association with the GREAT MANCHESTER RUN – Universities Purple Wave: 2k & 5k runs – Plattfields Park

FAQs
Q1. Where and when will the 2K & 5K runs be?
We will be running these events on the Wednesday 27th February 2019 in Platt Fields Park, Fallowfield. M14 5WH. The events will start at the Platt Lane entrance, opposite St Ives Road. [https://www.google.com/maps/search/postcode+for+platt+fields+park/@53.4492096,-2.2252696,17z](https://www.google.com/maps/search/postcode+for+platt+fields+park/@53.4492096,-2.2252696,17z)

The first wave will be a 5K run which will start at 12.20 followed by 2k starting 13.30 and then another 5K at 14.15. If the weather is bad we have a backup date of the 6th March, we will inform you via e-mail if we have to re-schedule.

To book: [https://your.manchester.ac.uk/2k-5k/](https://your.manchester.ac.uk/2k-5k/)

You will also be eligible to have the price of the run discounted even more for the 10k and ½ Marathon.

Q2. How do I get there?
You can get a bus from Oxford road 42, 43, 142,143 which is an 8 minute bus journey or you can cycle which take approximately 10 minutes or you could walk which will around 25 minutes.

Q3. Will it be a timed race?
There will be a large clock at the start and finish of the race, if you wish to get an accurate time please wear your personal timing device or a stop watch. Everyone is a winner on the day.

Q4. What shall I bring with me?
Ideally come ready to run with suitable clothing for colder conditions. Please wear suitable running/walking shoes. Please do not bring anything of value (leave items at your own risk).

Q5. Will I get a purple T-shirt?
Yes a purple T-shirt will be allocated to you once you have signed up.

Q6. What’s next for me, who can I train with?
You could set your goal on the purplewave great run 10K race on May 19th, we can help you achieve this through our running groups [http://www.sport.manchester.ac.uk/fitness-wellbeing/run-walk/running-groups/](http://www.sport.manchester.ac.uk/fitness-wellbeing/run-walk/running-groups/). To book your 10K place please use the link provided in your confirmation email for the 2K and 5K.
Q7. How can I log my training and help virtual run to Singapore?
You can input all your training distances via Strava. You can use Strava for monitoring your training and sharing routes with other runners in the group. The purple wave team will use total distances run from the two groups each week to add to the total kilometres in the race to Singapore. Sign up to Strava here https://www.strava.com/ and look for our two groups found under clubs:

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No. Once your payment is accepted, your fee is not refundable unless supported by a doctor’s note stating that you are unable to take part in the race. If this is the case please send a doctor’s note and covering letter stating that you would like to be withdrawn from the event to: purplewave@manchester.ac.uk. You will also be able to sell your entry on to a University staff/student member up until 9th March 2019 however you must inform us and send details of the new runner to the above e-mail.

Q9. I am having other problems with registering online?
If you are having issues with booking online, please email purplewave@manchester.ac.uk