

GREAT MANCHESTER RUN – FAQs

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Purple Wave 10K & ½ Marathon 24th May 2020

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?

Unfortunately not. It was highlighted during the online registration process that the registrant details provided needed to be those of the participant if different to the bill payer. Please ask the bill payer to forward any email correspondence to you.

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 within 2 weeks of you registering. This e-mail will contain a link to redeem your token. **Please note this token will need to be redeemed to generate your race number or you will not be able to run.**

Q5: I have just signed up online 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 If this is the case please send a doctor's note and covering letter stating that you would like to be withdrawn from the event to: purplewave@manchester.ac.uk. Following

the Great Run regulations, you can only receive a refund from a medical note up to 6 weeks before the event. You will also be able to sell your entry on. **Please note this can only be done BEFORE redeeming your token. Once you have redeemed your token you will not be able to swap.** If you sell your entry you will be responsible for forwarding on any email correspondence to the person who buys it from you.

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 27th March 2020.** Any people making this request after the deadline 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: I have friends / family who are not university employees, students or alumni, 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 The University of Manchester charities 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

The absolute final deadline to do this/transfer into the purple wave is by Friday 27th March 17:00.

Q8: 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.

Q9: 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.

Q10. 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.

Q11: 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, jog or walk to fundraise for The University of Manchester's charitable cause: Re-write Cancer. Further information about fundraising will be coming soon.

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 cause.

Q12: 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](#).

Q13: 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!

Q14: 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 2020) such as Pilates and Yoga from ACTIVE Manchester, can be found on the [UoM Sport website](#).

Q15: 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.

Q16: 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.

This year the UoM Sport team are committed to improving our environmental impact. Therefore we would like to encourage returning Purple Wave participants to re-use their purple t-shirt from previous years so please select this option on your sign up form if you wish to do so. If this is your first time taking part, you will receive a purple t-shirt to wear on the day and keep for future years. From this year onwards, all t-shirts will be re-stamped for each year that people join our Purple Wave.

Q17: 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.

Q18: 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. Start times and logistics for the 10k and Half Marathon will be confirmed closer to the time.

Q19: 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. As with last year, participants fundraising for the University of Manchester's Re-Write Cancer campaign will be treated to VIP treatment at the meet point as a thank-you!

Q20: I have registered for the Purple Wave 10k or 1/2 marathon and have not yet received a confirmation email?

You should receive an automated email immediately upon registration. The full Purple Wave welcome email should be received within a week of your registration. Please contact us on purplewave@manchester.ac.uk if you do not receive the welcome email within a week of registration.

Q21: I'm interested in fundraising, where can I go to join the Purple Wave Re-Write Cancer Campaign?

You can fundraise for the Re-Write Cancer Campaign by following the link below and clicking on the orange 'Start Fundraising' button. <https://justgiving.com/campaign/purplewave2020>. Any participant who wishes to fundraise for the Purple Wave (but not for the Re-Write Cancer campaign) can use any registered platform (JustGiving, Virgin Money, GoFundme). You can then complete [this survey](#) to register their fundraising with our team.

Q22: How will I receive my Entry Token?

Your name and email address will be supplied to the Great Run Company, organisers of the event, in order for them to issue participants with an entry token email, which contains a link (token) unique to each participant.

The address the entry token email comes from is mailsend@greatactivity.org with the subject line GreatActivity Event Token Ready.

You will be informed by email just prior to the entry token being distributed. If this does not appear in your inbox, please check junk/spam folders before contacting The Great Run Company.

On receipt of the entry token email, participants should follow the [click here](#) link to the event entry form and complete their registration as requested as soon as possible. You will not be asked for any further payment and run packs (with run number and timing chip) will be posted out approximately 2-3 weeks prior to the event.

Q23: Coronavirus advice and guidelines

We are currently planning to go ahead with all Purple Wave events as planned and are following the guidelines set by Public Health England. We will notify participants as soon as possible if the Great Run Company inform us of any changes.

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: 2.5K & 5k runs – Plattfields Park

FAQs

Q1. Where and when will the 2.5K & 5K runs be?

We will be running these events on the Wednesday 18th March 2020 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>

The first wave will be a 5K run which will start at 12.20 followed by 2.5K starting 13.30 and then another 5K at 14.15 (subject to small change). If the weather is bad we have a backup date of the 25th March 2020, we will inform you via e-mail if we have to re-schedule.

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.

This year the UoM Sport team are committed to improving our environmental impact. Therefore we would like to encourage returning Purple Wave participants to re-use their purple t-shirt from previous years. If this is your first time taking part, you will receive a purple t-shirt to wear on the day and keep for future years. From this year onwards, all t-shirts will be re-stamped for each year that people join our Purple Wave.

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 24th, we can help you achieve this through our 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 2.5K and 5K.

Q7. I have registered to run the 2.5K or 5K separately to the 10K or ½ marathon without realising that my 10K or ½ marathon registration was discounted further if I ran the 2.5K or 5K first. Can I get a refund?

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 up until March 2020 (date TBC). If you sell your entry you will be responsible for forwarding on any email correspondence to the person who buys it from you.

Q8. I am having other problems with registering online?

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.

Q9: I have registered for the 2.5k or 5k run and have not yet received a confirmation email?

You should receive an automated email immediately upon registration. The full Purple Wave welcome email should be received within a week of your registration. Please contact us on purplewave@manchester.ac.uk if you do not receive the welcome email within a week of registration.

Purple Wave T-Shirt Sizing Guide

	Tech Tees - Standard Sizes				
	S	M	L	XL	XXL
Across Chest	19"	20"	21.3"	22.5"	23.5"
Tolerance +/- 5%	18"-20"	19" - 21"	20.3" - 21.3"	21.5" - 23.5"	22.5" - 24.5"
2020 NEW To Fit Chest	36"- 38"	38"- 40"	40"- 42"	43"- 45"	45"- 47"