**FAQs**

**When will I receive my RUNNERS PACK?**

This will be emailed out to you prior to the event.

**Are there ID or minimum age requirements to enter the event?**

You must be at least 15 years of age for the 10k and a minimum of 17 years of age for the marathon on event day. All ages are welcome at the Family Fun Run taking place at Start Venue.

**When will I receive my event T-Shirt?**

This will be available for collection at registration on the day of the event.

**What are my transport/parking options for getting to and from the event?**

We strongly recommend that runners use the free regular shuttle bus back to the start, available from both finish locations (10K at Marsworth and the Half Marathon at John Colet School, Wendover).

There is no parking at the start venue - Aylesbury Town centre is less than a mile along the canal towpath from the start venue with ample parking (£1.50 for the day)

Free Parking at Marsworth will be available at a field opposite (signed on the day) the village car park (charges apply).

Wendover Parking:

Free on the Wendover High Street half a mile from the finish (approx. 65 spaces). Alternatively at Witchell Road off the High Street there are approximately 25 free parking spaces.

Limited parking will be available at John Colet School (approximately 60 spaces – note there will be car park wardens) but no parking at the memorial hall.

If you are going to use this option please do not block the route through the car park or the entrance/exit of the car park as it will be used for the turning circle of the shuttle coaches going back to the start area.

**What can I bring into the event?**

There will be a staffed secure room at the **START** location where bags can be tagged, stored and picked up later. Bags will **not** be sent to the finish but will remain at the secure start location.

We advise that you do not bring lots of belongings to the event.  The event organisers will not be held responsible for any loss of items and items are left with the organisers at the owners risk.

**How can I contact the organiser with any questions?**

Please email [sportevents@canalrivertrust.org.uk](mailto:sportevents@canalrivertrust.org.uk)

**What's the refund policy?**

Entry fees are non-refundable, including the cancellation of the event due to circumstances outside the organiser’s control or you being unable to participate due to injury or illness or any other reason

No changes can be made to race entries after the date of Friday 25th August 2017

**Do I have to bring my printed ticket to the event?**

It is not essential but would help with registration

**Is my ticket transferable?**

Yes but no changes can be made after Friday 25th August 2017

**Is it ok if the name on my ticket or registration doesn't match the person who attends?**

Any runner who competes in another person's race number without our prior agreement will be disqualified.Running in someone else's race number can have very serious consequences if the runner suffers a medical emergency. The accuracy of the race results is also affected when runners are placed in the wrong age and sex category.

We reserve the right to refuse or cancel applications, including duplicate applications, or alter the date of the event, the course route or distance

**Please be aware:**

Entrants must take care when crossing roads - there are very few crossings but attention to marshalls instructions must be followed at all times.

Whilst every reasonable care is taken, entrants cannot hold the organisers, sponsors or landowners responsible for their safety

The course is unsuitable for wheelchair users, and no accompanying dogs or following cycles are allowed The organisers reserve the right to withdraw entrants from the event and anyone that opts to continue does so entirely at their own risk

Earphone use is forbidden during the race