

## Bristol 10k FAQs

### Contents

Bristol 10k FAQs .....	1
Once I have signed up and paid for my entry online what happens next? .....	1
I have just signed up for the race and realised that I am away on the race day, please can I have a refund?.....	1
I have already paid 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?.....	2
Can I enter if I plan to walk the route? .....	2
What if I have disability that limits my mobility? .....	2
Can we enter as a group? .....	2
Which charities can I raise money for?.....	2
I am a new runner, what support can I get?.....	2
I don't want to run but would like to volunteer, is this possible? .....	2
Are there any other programmes offered by UWE Bristol which may help me get fit for the run? ..	2
What about the Team UWE Bristol run t-shirts, how do I collect these?.....	3
Do I have to wear the red t-shirt which is provided? .....	3
What will our start time be on event day? .....	3
Terms and Conditions: .....	3

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

You will be added to our #TEAMUWE Bristol mail out where you will be contacted regularly with training and other relevant information. We will also send your email address to the race organisers who will email you from [info@greatrun.org](mailto:info@greatrun.org) before the event date. This email will contain a link to redeem your entry token. **Please note this token will need to be redeemed to generate your personalised race number or you will not be able to run.**

### I have just signed up for the race 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 If this is the case, please send a doctor's note and covering letter stating that you would like to be withdrawn from the event to: [running@uwe.ac.uk](mailto:running@uwe.ac.uk).

I have already paid 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?

It is not possible to get a refund for the difference if you have already paid directly with the Great Run Company however, please email [running@uwe.ac.uk](mailto:running@uwe.ac.uk) to join #TEAMUWEBristol and you will still be eligible for a free run t-shirt\*

Can I enter if I plan to walk the route?

This event is open to anyone and any ability. The event is advertised as a run and we have put in place lots of support to encourage everyone to take on that challenge. However, if you feel more comfortable jogging or walking, or completing the distance using a combination of the two, that is also welcomed. We will be able to support all new runners through training plans which will help you build up to the 10k distance. To aid this, from June we will also coordinate run groups for all levels which will be peer led.

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 booking form.

Can we enter as a group?

Each participant needs to enter individually; but you can run as a group on the day.

Which charities can I raise money for?

You don't have to raise money for charity, but we would like to help you if that's something you would like to do. You can raise money for any selected charity you choose 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. Contact [rag@uwe.ac.uk](mailto:rag@uwe.ac.uk) with the title 'Bristol 10K fundraising'. If you'd like to raise money for charity but aren't sure which one why not consider the [UWE Bristol Fund](#) which provides hardship grants for students facing severe financial difficulty and funding for extra-curricular activities through student experience grants.

I am a new runner, what support can I get?

UWE Bristol and The Students' Union at UWE has increased its offer of group run training especially for the event. UWE have a number of peer-led free run groups on a weekly basis. You can also join the Team UWE Strava group or follow one of the free training programmes.

I don't want to run but would like to volunteer, is this possible?

If you would like to be involved in any way, as well as or instead of, running in the event, please contact [running@uwe.ac.uk](mailto:running@uwe.ac.uk). We have a group of volunteer run leaders and supporters for the running groups as well as a group of administration volunteers who are assisting with on the day logistics.

Are there any other programmes offered by UWE Bristol which may help me get fit for the run?

Aside from the free run groups and training plans, UWE Bristol Sport offers a range of programmes and activities which can help to prepare your mind and body for the run. [For more information go to UWE Bristol Sport](#). Alternatively, the [MOVE programme](#) provides access to a range of activities from Aerial Hoop to Yoga.

### What about the Team UWE Bristol run t-shirts, how do I collect these?

\*The Team UWE Bristol run t-shirts are available while stocks last. You will have to input your preferred size during your online entry purchase and we will endeavour to provide you with the correct size. For collection, we will host several collection points available at The Students' Union at UWE and Centre for Sport on Frenchay Campus. We will release details of when collection is available in due course. If you cannot collect your t-shirt please let us know at [running@uwe.ac.uk](mailto:running@uwe.ac.uk).

### Do I have to wear the red t-shirt which is provided?

The red t-shirt is included in the price you pay and is an integral part of being part of #TEAMUWE. Therefore, anyone accessing our discount will be expected to wear the t-shirt during the start of the run. If you wish to wear other items of kit relating to your team or charity, that is fine as long as you are sporting the red t-shirt as well.

### What will our start time be on event day?

The start time is yet to be confirmed by the Great Run Company.

## Terms and Conditions:

**Data** - Your core data will be shared in full with the Great Run Company. You will receive essential information emails from the Great Run Company and UWE Bristol. You can also opt in to receive regular newsletters relating to the Bristol 10k which will provide you with information, promotions and inspiration. Please read the UWE Bristol Privacy Policy for more information.

**Entry token** - The Great Run Company will email you your entry token; you must follow the link and instructions provided and complete this in full to confirm your entry. Please note that your UWE Bristol entry into the Great Bristol 10k is not complete without it.

Once you have processed your entry token with the Great Run Company; you will be able to collect your #TEAMUWE Bristol T-shirt and race pack at one of our collection days.