



FAQs

QUEEN ELIZABETH OLYMPIC PARK RUN

Event Details



When is the event?

Saturday 12 May 2018



Where is the event?

Hopkins Field, near Lee Valley VeloPark in Queen Elizabeth Olympic Park, Stratford, London, E20 3BS.



How do I keep up to date with event information?

We will keep our website up to date as much as possible but we recommend following the Facebook event page to keep up to date with information prior to the event.



Are there any age restrictions?

You have to be 16 years old to take part in the 10K.



What is the route like? Will the route be suitable for me?

This route is set on concrete paths within the Olympic Park as well as a closed road. There are a couple of steady inclines so we would recommend having a good level of fitness and training for this event beforehand. Our bespoke training guides can be found at www.bhf.org.uk/qeop.



Can I take part in a wheelchair?

Yes, you can take part in a wheelchair. Please do let our team know by sending an email to events@bhf.org.uk as we may need to provide you with a different timing chip and you may start slightly earlier or later than the other participants.



Can I take part pushing a buggy?

Yes, you can take part pushing a buggy. Please do let our team know by sending an email to events@bhf.org.uk



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I can't make the event – can I get a refund, transfer or defer my entry?

As per our terms and conditions, we are unable to refund your registration. You may have the option to defer your place or transfer your place.

You can transfer your event place to someone else, as long as this is done by Friday 9 March 2018, to do this you must contact our Events Team and ask your replacement to fill out a registration form so that we have the details of everyone running. They will not need to pay for this place, as they are taking yours.

If you are unable to take part in 2018 and would like to defer your entry to 2019, please contact our Events Team who will organise this for you.

Contact details for Events Team, you can email us at events@bhf.org.uk or call 0300 330 3322, lines are open between 9am and 5pm, from Monday to Friday.

Event Day Details



What time does the event start?

The 5K and the 10K both start at 11am. We recommend arriving at least one hour ahead of your start time.



Will there be parking?

No, unfortunately there is no parking available at this event.



Is there public transport available?

By train

Jubilee and Central Lines operate into Stratford Underground Station. There are National Rail, London Overground and Southeastern High Speed 1 services into Stratford International and Hackney Wick Stations. Docklands Light Railway (DLR) operates into both Stratford and Stratford International Stations.



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By bus

The 388 bus runs between Blackfriars and Stratford City near the station entrance running through the park. The 339 bus runs between Leytonstone and Shadwell, with stops at Stratford City.

Please follow signs towards the Lee Valley VeloPark and then use the bridge to cross the river towards Here East and you will see the main event site ahead.



Are the BHF putting on any transport?

No, we're not providing any transport at this event.



Do I need to register in the morning?

If you are already signed up before the day, and received your welcome pack/runner number with the timing chip attached to the back; you will not need to sign in. If you haven't received your welcome pack or runner number then please come and see us at the Information Point.

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What if I forget my runner number/don't receive my pack in time?

First step – don't panic. You'll still be able to take part!

If you forget your number or you haven't received your pack in time, please head to the Information Point. A member of the Events Team will simply check you off the list and provide you with a new runner number and timing chip.



Will I get a t-shirt?

Yes, everyone taking part will get a BHF technical t-shirt as part of their entry. You can collect this before the event starts, and wear it during the run. Sizes are available on a first come, first serve basis.



Can I bring my bag?

Yes! You just need to attach your baggage label found within your participant pack to your bag and bring it to the baggage drop off area.

Please don't leave any valuables in your bag as we can't be held responsible for their safe keeping.



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Can I bring a donation bag?

Unfortunately we cannot accept donations at this event, but please take any donations you have along to your local BHF shop, who'd be very happy to accept them.



Can I bring my dog?

You aren't able to run with dogs at the event. Spectators are welcome to bring dogs but they must be on a lead at all times.



What is available in the event village?

The following will be available in the event village:

- **Catering**
- **Sports Massage**
- **BHF Shop**
- **Baggage Drop Off**
- **Information Point**
- **T-shirt Collection**
- **Toilets**



How can I pay on the day?

Any payments on the day will be cash only.

The Course



Is the event chip timed?

The 5K and the 10K are both chip timed events. Your chip will be attached to your running number.



When will I know my event finishing time?

If you provided us with your mobile number when you registered you'll be sent a text message within an hour of completing the event. Your finishing time will also be available online at www.bhf.org.uk/qeop the next working day.



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What if my event time is wrong?

Please get in touch with our Events Team, who will in turn inform the chip timing company, Results Base.



Can I wear earphones?

5K and 10K participants are allowed to wear earphones but we strongly recommend only using one earphone so you can still hear important instructions from the marshals.



Do I need to be able to navigate around the course?

The course will be fully signed and marshalled



Are there water stations and feed stations on the route?

Yes there is 1 water station on the 10K route. There are no feed stations out on route, but you are able to purchase food and drinks at the end of the event.



What time does the event finish?

All runners in the 5K and 10K need to be back in the event site by 1pm. Please remember the event is a charity run and not a race.



Will I get anything when I finish?

When you cross the finish line you will receive a well-earned medal, ready to show off your achievements! You will also get free water along the route and when you finish.

For a small donation you can have a post-run massage.



Will there be a prize giving for the run?

As this is a charity event we don't offer prizes for runners.



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Fundraising & Sponsorship

DONATE



Do I have to fundraise?

Your registration fee only covers the cost to put this event on, but any fundraising you can do will go directly into funding lifesaving heart research.

We're asking you aim to raise £50 for the 5K and £100 for the 10K. We understand this is a big commitment but we will support you and help with any fundraising advice you want or need. Please contact events@bhf.org.uk for any questions about this and a member of the team will happily assist.



Can I fundraise for another charity?

We ask you only fundraise for the BHF at this event. Our aim is to put a stop to the devastation caused by heart disease, through our life saving research and we rely on your fundraising to ensure this vital work can continue. Your entry fee only covers the cost of organising the event, it's the money you raise that powers our life saving research.



Do I need to raise all of this before the event?

No – you can continue to fundraise after the event, share your event stories with your sponsors and show off your medal to get a few extra pounds.



How can I pay my sponsorship in?

There are several ways to send in your fundraising:

Online Sponsorship

If you have set up a Just Giving or Virgin Money account then you will not have to do anything, all online donations will come through to us so sit back and relax!

Offline Sponsorship

You can send in any sponsorship to our Customer Service Centre (2096 Coventry Road, Sheldon, Birmingham B26 3YU) or if you can make a payment over the phone by calling 0300 330 3322.

We can't wait to see you on the start line!