



## Frequently Asked Questions

### How can I purchase an entry?

You can purchase an entry at one of our Christchurch registration outlets:

New World and PakNSave supermarkets, Anytime Fitness, Smiths City, The Athletes Foot, or you can purchase your entry online at [www.city2surf.co.nz](http://www.city2surf.co.nz)

### I've purchased an entry and I now cannot attend what can I do?

You can transfer your purchase to someone else, as long as they have their details on the actual entry sticker, and have read the terms & conditions on the back of the sticker, this is fine. We do accept refunds on Entries only until March 10th. If The Star City2Surf has to be cancelled due to force majeure there will be no refund of entry fee.

### I have purchased an entry online and I haven't received a confirmation email?

If you have not received a confirmation email, and you have not heard from us please contact us by the 10th March so we can look into this for you. Email [info@city2surf.co.nz](mailto:info@city2surf.co.nz)

### How do I enter a group?

Simply go to our Team Site page on our website [www.city2surf.co.nz](http://www.city2surf.co.nz) and follow our easy step by step guide.

### How do I order merchandise?

Pre- race you can order merchandise online, the order cut-off date is March 10th. If you want your t-shirt now these will be available to purchase from The Athletes Foot Riccarton & Northlands Mall from February. Please note that The Athletes Foot are selling these t-shirts, this is not a collection point for merchandise purchased on our website prior.

### Where do I collect my entry and any merchandise?

If you have selected to collect your entry and/ or merchandise you can collect these at our registration station: Smiths City, 550 Colombo Street, Christchurch. The pick-up date is Saturday 18th March 9-5.00pm. We will be located in the centre of the store, and you can also purchase merchandise.

### How does the bus operate?

#### Before the event:

Buses will be running from McCormacks Bay to both start locations. The First 14km Bus will leave at 7am, and the last at 8.15am. The first Sport Canterbury 6km bus will depart at 8.30am, and the last at 9.15am. The Sport Canterbury 6km bus drop off point is 800m from Hansen Park. Marshals will direct you to buses, if you are competing in different races to your family & friends you will need to catch a different bus. You will need to show your pre- purchased bus ticket via email confirmation, or you can purchase a bus ticket on the day at our bus ticket stand at McCormacks Bay.

#### After the event:

A free shuttle will operate to and from the Ferrymead Playing Fields (finish area) back to McCormacks Bay. Buses will then operate back to the start lines between 10am-2pm. You will need to show your pre- purchased bus ticket via email confirmation, or you can purchase a bus ticket on the day at our bus ticket stand at the finish area.

Buses will have wheelchair access and access for prams. Please be patient we are moving high volumes of people in a short amount of time.

### Will there be parking available on the day?

Limited parking will be available at McCormacks Bay. A Traffic Marshal will guide you. Parking is also limited around the Centennial Park area, and Hansen's Park. Plan ahead – get dropped off or make sure you are early.

### What if I have helped set up my team site and now need to get to a start line to race?

A free shuttle will run in the morning; between 7.30am to 9.00am from the Ferrymead finish area to McCormacks Bay, to catch your start line bus for team site holders who have been setting up.

### What time do I need to be at the start line?

We recommend participants to be at the 14km start line at Centennial Park no later than 8.30am, and for The Sport Canterbury 6km no later than 9.30am. This ensures that you will be there for the race briefing, Anytime Fitness warm up, and there could be a few prizes up for grabs. Runners will leave first, followed by joggers and walkers.

### Can you purchase an entry or bus ticket on the day?

Yes you can. Late registrations will be available at each start line on the day for \$30. Bus Tickets can be purchased at Mc Cormacks Bay in the morning, and from the Ferrymead Playing Fields finish area.

### Can I change my mind and enter a different race on the day?

Yes you can! The entry sticker is the same for both the Mike Pero 14km & the Sport Canterbury 6km.

### Is there any where to leave my bag whilst I run?

A clothing truck will be available at both start lines. From 7.45am at the 14km start line, and from 9.15am at the Sport Canterbury 6km. Attach your clothing sticker (found on your race sticker) to the bag provided, your bag will then be transported to the Ferrymead Playing Fields. Your clothing Bag can be collected from the entertainment area.

### Do I have to run the course or can I walk it?

Yes you can run, jog or walk. Please if you are walking stay at the back of the group at the start line, to let runners leave first.

### Will there be delays on the course?

Participants in the City2Surf create delays to motorists along the route. A requirement of our traffic management plan is that once the main bunch of participants have passed, groups of runners and walkers will be stopped for short periods at major road crossings ( e.g. Barrington Street, Colombo Street) to allow traffic queues to clear. We appreciate your cooperation with this request.

### What is not allowed on the course?

No dogs, bicycles, rollerblades or skateboards permitted. Scooters are allowed on the 6km course only. Please be aware of uneven surfaces – at your own risk.

### Course information:

The City2Surf route is a flat course on footpaths, roads, fields and paths with uneven surfaces. Risks are increased as numbers of participants have increased. Despite our best efforts to keep the course as safe as possible, participants in The Star City2Surf are still at risk of injury and enter at their own risk. Please follow the instructions from Marshals or officials. Report any safety concerns to our Marshals or officials.

You must be wearing your entry sticker with your name and emergency contact person. This is for health & safety reasons. No sticker no race.

### Water stations:

There will be three water stations positioned along the course.

### Toilets:

There will be toilets at both start lines, along the route and at the finish area. Please note that these are not changing rooms. Come ready to run.

### What will be at the finish line following the event?

When you cross the finish line you will receive a bottle of either Kiwi Blue water or Powerade and a packet of Zoaties. Your certificate of achievement can be downloaded from our website [www.city2surf.co.nz](http://www.city2surf.co.nz) Team site maps will be up at the finishing chute area to assist those to their site. Please enjoy free entertainment on stage, children's entertainment and our food vendors. There will also be an ATM on site. This ATM will have a \$3 transaction fee. We recommend you come prepared with cash.

### How do I win a spot prize?

Prize giving starts approximately mid-day. Registration stickers must be present in order to claim any prizes.