

SANTAS ON THE RUN FAQs

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1. What is the date and time of the event?

The race starts at 09.00 on Sunday 9th December 2018. If you're collecting your suit we recommend you arrive earlier, entertainment will be provided from 8am.

2. Where is the event?

The start and finish points are from Broad Street, Oxford and the route, which is marshalled, will take you through the nearby streets and University Parks.

3. Do I need to register on the day?

If you have already registered and paid for your ticket you do **not** need to register on the day for this event. Your wristband and suit ensure you are able to take part. Spot checks will be conducted.

4. Can I turn up on the day if I haven't already registered?

Yes, you can register and pay on the day. Tickets are a higher price than if you register before 7th December. Just make your way to Exeter College, Turl Street from 7:30-8:30am on the 9th. Please note, queues are likely (this is a very popular event!) so please come early to avoid disappointment. Places are limited.

-Family ticket (2 adults, 2 children) -£60

-Standard adult ticket (15+) - £20

-Standard child ticket (5-15) £12 Under 5s are free (no suit provided)

FUNDRAISING TARGET: £30 per Santa

Prices on the day will increase!

5. I registered for the cancelled 2017 event, do I need to register again?

Yes, if you were unable to take part in last year's cancelled event but want to do this year's, you do still have to register again. You can select the option 'I already have my Santa suit' as part of the registration process.

6. Is there somewhere I can leave my bag on the day?

Yes, bag drop will open at 7:30am and is located in Exeter College, Turl Street.

7. What age can take part?

The event is open to all ages, however under 16s will not be able to participate without a parent or guardian, and are the responsibility of that parent/guardian at all times. It is free for under 5's to register but they will not receive a Santa suit.

8. Is it accessible?

Yes, the event is accessible for wheelchairs and buggies.

9. How can I get to the event?

By Car: Road closures may affect you so do see here for info. Please check the council website for on–street parking restrictions; generally on-street paid car parking is allowed up to 3 hours. Alternatively, you use one of the council carparks.

By Bus: Oxford is well served for bus links although early on a Sunday morning the buses may not be running so regularly. Please see the following for guidance:

- [Oxfordshire County Council website](#)
- If you are planning on leaving your car in Oxford or travelling out from the city centre you may wish to use the [Park & Ride](#).
- If you are coming from further afield the website [Rome2Rio](#) is useful for planning journeys.

By Train: The nearest train station to the start is [Oxford](#) which is a 15 minute walk. You may also like to use Oxford Parkway, from here you will need to get a bus in to Oxford centre. More information about the station and onward travel can be found [here](#).

Where can I park?

By Car: Road closures may affect you so do see here for info. Please check the [council website](#) for on–street parking restrictions; generally on-street paid car parking is allowed up to 3 hours. Alternatively, you use one of the council [carparks](#).

10. Where can I get my Santa suit?

If you registered before 23 November, you may have selected to receive them via post or collect from one of 7 of our shops. If you selected a particular shop, these are ready for your collection now. If you selected by post, these are on their way to you. If you are concerned that you have not received yours by now please contact santa@helenanddouglas.org.uk. Please note that under 5's are free and do not receive a Santa suit.

If you register after 23 November, you will have the option to either collect your suit on the day or use your own from a previous year. To collect your suit on the day, head for our **Help Desk & Suit Pick Up Point**. This is located in Exeter College, Turl Street and will open at 7:30am. We are anticipating that 500 people will be picking up their suits on the day so please leave plenty of time to do this as queues are likely and we don't want you to miss the start.

11. How much does it cost?

To register before 7th December:

£60 Family Ticket (4 people)

£20 Adult Ticket (12 years +)

£12 Child Ticket (under 12s)

Under 5s are free (no suit provided)

FUNDRAISING TARGET: £30 per Santa

Please note - prices will increase on the day!

12. What is included in the ticket price?

The ticket price includes a Santa suit, water and, on completion, a medal and a mince pie. Please note that under 5's are free and do not get a Santa suit but you are welcome to provide your own.

13. What is the fundraising pledge?

The registration fee covers our costs in putting on the event. We are asking participants to pledge to raise £30 above this as by doing this you are helping to support the work of Helen & Douglas House; caring for terminally ill babies, children and their families.

14. Can I bring a pushchair with me?

Yes, you can, though please note that some of the paths may be uneven.

15. I'm in a wheelchair, what provisions will there be for me?

There are disabled toilets on site and the route has been completed previously by people in wheelchairs. Please note that you are at your own risk as some of the pavements may be uneven or ground wet. Unfortunately we don't have any parking spaces available at the event – please see here for travel options. There is information on the [Oxford City Council website](#) about disability parking, however please note that some of these may be affected by event road closures on the day.

16. Can I bring my dog with me?

Yes you can. We will even have Santa dog suits available for sale on the day for small dogs! Please note that while dogs are allowed at the event they must be kept on a short lead at all times. Please clean up after your dog and ensure that you can provide it with water.

17. What can I do if my Santa suit is too large/too small?

There is just one size for adults and one size for children. If they are too small why not customise with Christmassy socks/bright jumpers underneath? If they are too large, they are yours to customise so roll up your sleeves/legs, add your own belts or, if you're good with a sewing kit, you can even fit them to size!

18. I can no longer take part. Can I get a refund?

Unfortunately there is a no refund policy, as explained on registration.

19. Will there be food or drink available on the day?

Yes there will be catering vans selling hot drinks and breakfast rolls on the morning of the event.

20. Will there be any entertainment on the day?

There will be plenty going on during the morning. There will be hot drink and food to buy. Local radio station, JackFM will be providing entertainment on the day and there will be a Zumba warm up. You can have your picture taken with the 'real' Santa in his sleigh or buy Christmassy goodies and accessories from our merchandise stall. We are also pleased to announce that there will be extra musical entertainment along the route from Steel Pan in Motion, City of Oxford Silver Band and Oxford City Singers. After the event you can go on to the Christmas market and enjoy the rides and stalls there.

21. Are there any toilets nearby?

Yes, there are toilet facilities in the event village.

22. What shall I bring with me on the day?

Aside from your Santa Suit and wristband, we advise you to bring with you:

Trainer/sensible footwear

Appropriate clothes (warm/rainy weather)

Sunglasses

Water bottle – filled

Mobile phone – fully charged and on

Watch (for tracking time)

Money (change for parking, buses, trains and public toilets)

Any personal medication

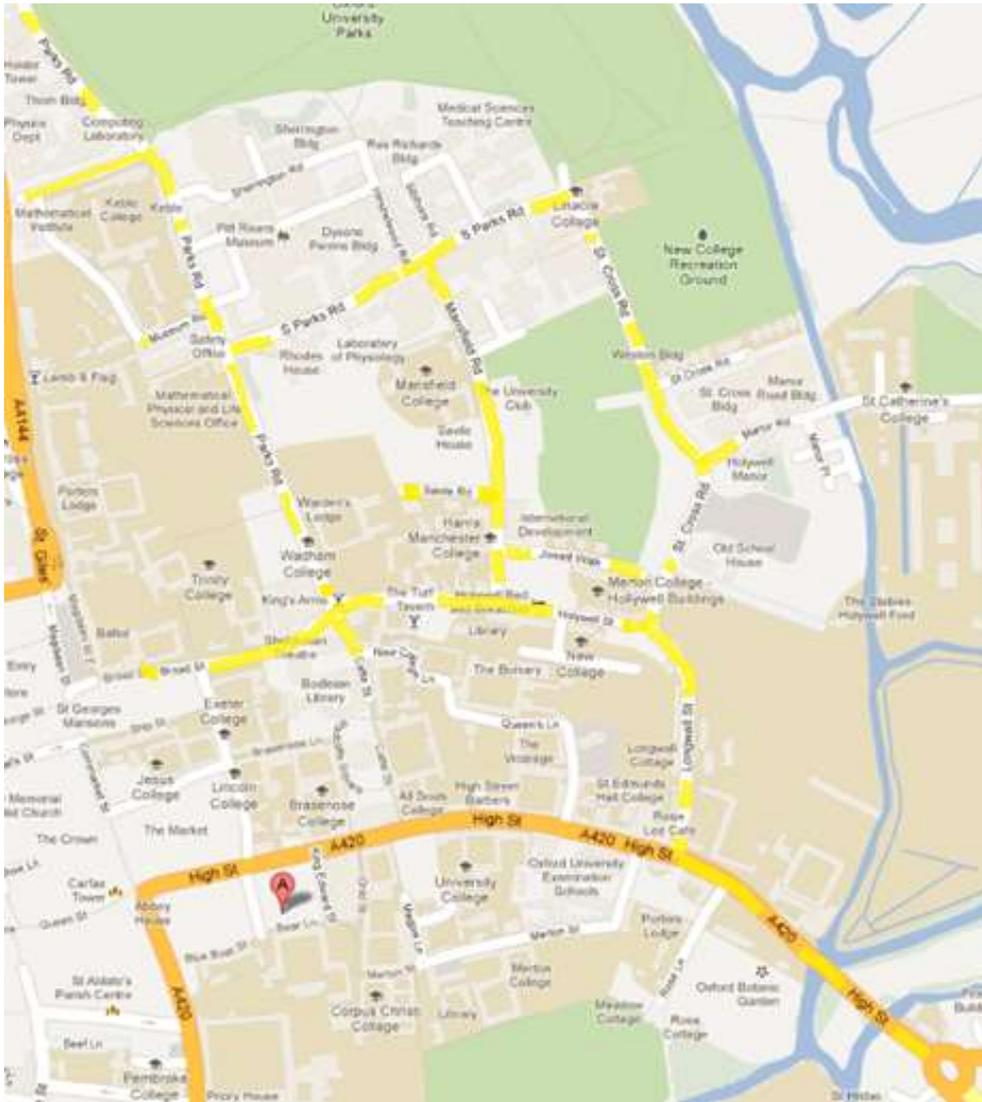
23. Can I smoke at the event?

No, this is a no smoking event, especially near the Santa suits.

24. What happens if there is bad weather on the day?

Please dress appropriately for the weather on the day. In the unlikely scenario that the weather is too bad to go ahead with the event, we will contact you as soon as possible via text message. We will also try to announce this on our social media accounts – [Facebook](#) and Twitter - [@HelenAndDouglas](#).

25. What roads are closed on the day?



- Broad Street, between Turl Street and Cattle Street from 6am to 11am.
- Between 8.30 & 10.15am in the following roads: Cattle Street, Parks Road, South Parks Road, St Cross Road, Jowett Road, Longwall Street, Holywell Street, Mansfield Road;
- Because of the closure of Longwall Street, westbound traffic from The Plain roundabout will be prevented from entering High Street other than for access to properties in High Street and Merton Street.
- Buses, Taxis and cycles will not be prohibited and the restrictions imposed by the Bus Gates being unchanged.
- Exemptions for access include cycles not being ridden, emergency services, event organisers.

If you have any problems, concerns or questions prior to the event that are not answered above, please contact Hannah Smart or Julia Woodcock, the Fundraising Events Team, on 01865 799150 or events@helenanddouglas.org.uk.