



Race Day Frequently Asked Questions

Thank you so much for supporting Willow by registering to participate in our Willow 10K event at Hatfield House.

The following FAQs should make it a great day for you and your supporters. In addition, your fundraising will make precious memories in the toughest times for many more seriously ill 16 to 40 year olds.

What happens if I have not received my race number?

If you have registered on or before Friday 3rd October your race pack has been sent out in the post. If you have not received your race pack, please do not panic! Simply show us your registration email at Race HQ and we will be able to assign you a race number.

If you have registered on or after Saturday 4th October please pick up your race pack from Willow Race HQ in the Runners Village on the day.

Can we register on the day?

Our online registration closes at 23:59 on Wednesday 8th October.

There is an option to register on the day, subject to availability. The registration desk will be available from 9am – 10.30am only.

Is there parking at Willow 10K?

Yes, there is free parking on-site. Please follow the instructions below carefully. Parking is available at St George's Car Park. This car park is located on the roundabout just south of Hatfield House and opposite the Citroen dealership. Postcode - **AL9 5HX**.

<https://www.hatfield-house.co.uk/your-visit/parking/>

<https://www.hatfield-house.co.uk/your-visit/how-to-find-us/>

What time will the race start?

Gates will open at **9am**.

The Family Fun Run will start at **10am** with a fun warm up in the Runners Village from 9.45am. Don't forget your fancy dress outfits! Prizes will be given for the best Francy Dress outfit in the Family Fun Run.

The 5K and 10K event will start at **11am**.

We have a great warm up starting at 10.45am with New Horizon CrossFit.

Do I need to raise sponsorship?

Yes please! This is a fundraising event and your entry fee only covers the cost of putting on the event. We hope that every runner or walker aims to raise at least £50. It is thanks to YOU our amazing supporters and your generosity that we are able to continue to support seriously ill young adults with Special Days and Special Treats.

What is the route like?

The 5K and 10K route starts in front of Hatfield House with the routes being a mix of road and off road (tracks and paths). Good running or walking shoes are essential. There will be signage instructions close to the 5K distance where 5K entrants will turn left to the finish and 10K entrants will turn right to complete the remaining distance. Marshals will be guiding you. (Please note if you have a faster entrant coming behind you marshals will ask you to keep to one side).

The Family Fun Run 1.8km route also starts in front of Hatfield House and consists of paths.

willow 10K 10K Route Hatfield House

Key

-  Start line
-  Finish line
-  10k route
-  1 Distance markers (kilometres)
-  Hatfield House
-  Event village
-  Restrooms
-  1 Marshal points
-  Water points





5K Route

Hatfield House

Key

- Start line
- Finish line
- 5k route
- Distance markers (kilometres)
- Hatfield House
- Event village
- Restrooms
- Marshal points
- Water points



willowfoundation.org.uk

01707 259 777

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Registered Charity Number: 1106746



Family Fun Run

Hatfield House

Key

- Start line
- Finish line
- Fun run route
- Hatfield House
- Event village
- Restrooms
- Marshal points



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Registered Charity Number: 1106746

What is available in the Runners Village?

This year in the Runner's Village –

- Race HQ
- Baggage drop
- Catering - Wildfire Catering
- Inflatable Obstacle course
- Wrights Estate Agents
- New Horizon CrossFit
- Recovery Inc – Providing pre and post-race massages

Please also note internet at times is causing issues with vendors taking card payments at the venue. Please bring cash if you wish to purchase food/ drink and make donations in case of payment issues.

Are you taking part in memory of a loved one?

If you selected yes on your registration form, you will have been sent an additional bib in your race pack that you can write a message or the name of your loved on. If you have not received one or would like one please collect one from the Willow HQ on event day.

Do you allow dogs?

Entrants are not permitted to take dogs on the route. Our marshals will stop anyone running with a dog and ask the entrant to leave the race. Spectators may bring dogs as long as they are kept on a lead at all times. If you are bringing a dog, please be responsible and pick up any mess.

Will there be drinks on the route?

There will be a couple of water stations along the route where you can grab a cup of water, please try to use the bins provided for all rubbish. We do advise all runners to come hydrated and with a drink of their choice.

Is there baggage storage?

We're pleased to offer a baggage storage for participants in the Runners Village. This will be open from 9.15am and close at 1.15pm.

What to Do:

Attach the baggage label (attached on all 5K and 10K race numbers) to your bag before arrival.

Hand your bag to a volunteer at the drop area.

For any Family Fun Run participants wishing to leave a bag please see the team at the baggage drop. Please do not leave valuables in your bag – the event team cannot be held responsible for lost or stolen items.

After the Race:

Return to the baggage storage with your race number to collect your bag.

If you have any questions on the day, our friendly volunteers will be happy to help.

What happens if I suffer an accident or injury during the course?

St Johns Ambulance will be in attendance. If you are feeling unwell during the event please ensure a member of the events team are made aware. The events team will be in hi visibility jackets. Please

note it is important to complete the personal details on the back of your bibs with as much information as possible.

What happens if the event is cancelled?

Should the event need to be cancelled for whatever reason, all registered participants will be contacted and Willow's social media platforms will be updated.

Are spectators allowed in?

Yes. And if any of your friends and family would like to join our volunteer team, they would be very welcome, please email challenge@willowfoundation.org.uk

Can we bring our own food and drink?

All attendees are welcome to bring their own refreshments.

There will be a catering units in the Runners Village where you can purchase hot food and hot/cold drinks.

Are there toilets?

Yes, Hatfield House have arranged for our runners, volunteers and supporters to be able to use the toilets located in the Stable Yard – look out for directional signage from the runners' village.

What happens if I get lost on the course?

You shouldn't get lost - the paths are all clearly signposted and the marshals will be directing you.

Is there a time limit?

The time limit for completing the 10K event is 2 hours.

When will the finish times be available?

All 5k and 10K race numbers are chipped so times will be available for entrants on completion. The Family Fun Run is not a timed event.

Is the race suitable for wheelchairs?

No, the course is not suitable for wheelchairs.

I have a medical condition, can I take part?

It is entirely your responsibility to check with your GP that you are fit enough to take part in your chosen event. If you have a pre-existing medical condition, please complete the details on the back of the number. St John Ambulance will be in attendance.

Will there be photography and videography in the day?

Please be aware that we may carry out photography and video recording at the Event and by purchasing tickets and attending, you agree to us using certain images for promotional purposes. If you do not agree, please let the event organisers know at the earliest possible convenience.

Non-professional photography and video recording is permitted at the Event. However all images and videos taken must be for non-commercial use only.

We do not supervise the taking of non-professional photography and video recording at the Event and so we cannot be responsible if you or any of your guests are featured in any other visitor's photograph or recording which is subsequently published or distributed in any form.

We are so thankful to all our event sponsors below who have helped make this event possible.

- [Simmons Bakeries](#)
- [Wrights Estate Agents](#)
- Davis For Building
- [Lantern Services](#)
- [New Horizon CrossFit](#)
- [Recovery Inc](#)
- [John Lewis – Welwyn Garden City](#)

If you'd like to be one of our event sponsors next year, please get in touch as we'd love to hear from you.

If you have any queries please contact us before the day at fundraising@willowfoundation.org.uk

If you would like more information about our events and activities, please take a look at our website: www.willowfoundation.org.uk or email us at challenge@willowfoundation.org.uk