



## FAQ's

If we haven't answered your questions below please don't hesitate to contact us – we're always happy to help!

T: 01932 823100 E: [events@shootingstarchase.org.uk](mailto:events@shootingstarchase.org.uk)

### How many steps are there?

**The Family** route does not include any steps. This is flat and fully accessible. **The Classic** route is the entire lower tier of the stadium, running or walking up 3,200 steps. **The Ultra** route takes on all three tiers of Twickenham, climbing up 7,600 steps. The steps have been calculated with both the up and down aisles.

### Do I need to be fit to take part?

No, but we do recommend you embark on some training ahead of the challenge. You don't need to be a member of a gym. Training on the stairs at home, work or your local park will help prepare your muscles ahead of the day. We have various routes available which are suitable for all abilities.

### How long is the challenge likely to take me?

We have no time limit for you to complete the routes other than we only have the stadium for that day! For a reasonable fit person, we predict that the Classic route will take 30 minutes, with the Ultra taking around 1hr+. Chip timing will be available but this is a fundraising challenge and not a race! No prizes will be given for fastest times – just top fundraisers!

### What if I can't finish the route?

This isn't a problem. We will have a number of lovely marshals along the routes. Please let one of them know so they can ensure you leave the route safely.

### Is there a minimum age?

You'll need to be six years old to take part in our Classic route, and eight years old in our Ultra route, with the exception of our Family route where there is no minimum age. Babies and toddlers aged four years old and under go free. Children under eight years old will need to be accompanied by an adult over 18 throughout the routes.

### Can I carry my baby in a sling?

Yes – but only on the Family route. Wheelchairs and buggies are also welcome on this route.

### Can I wear fancy dress?

Fancy dress is welcome, but we have the right to ask you to remove this on the day if we feel it is unsafe to participate in. Suitable footwear is compulsory – trainers are a must! No heels, flip flops or barefoot running!

### Can my family and friends come to watch me?

Yes, there will be a spectator area for friends and family members to watch and refreshments will be available to purchase.



## What time does the event start?

You will be able to select a wave time (subject to availability) during the registration process. Waves will start from 10am and will be in 15 minute intervals. You will need to arrive 45 minutes before your wave to allow time to register, collect your t-shirt and drop off your bag.

## Will there be anywhere to leave any valuables?

A bag drop facility will be available throughout the day but we recommend you leave your valuables at home.

## Can we take part as a team?

Yes, groups are very welcome however we do recommend you pre-register to save time on the day and to secure the same wave time. You will be able to set up a team and join a team during the registration process. Team prizes will be available – keep checking our website for more details.

## Is there a team discount?

Our registration fees are already heavily discounted, so we recommend you sign up whilst the early bird fees apply or discount codes are offered. Our discount codes will be promoted via our social media platforms and newsletters.

## Is there a limit on team members?

No, bring along as many people as you like!

## Do I have to raise a certain amount of money?

We are aiming to raise £80,000 from this event. We suggest you set yourself a fundraising target of £230. If you are signing up with friends, family members or colleagues you may wish to raise funds together and set yourself a team target.

## When will I receive my t-shirt, bib number and final details?

All event correspondence will be emailed to you so please do keep an eye out for our emails. You will be able to collect your t-shirt, bib number and all you need on the day.

## Can I hand in my sponsor money on the day?

Yes, we will be able to accept sponsorship money on the morning. Please hand this to the staff on the registration desks and place any cash or cheques into a sealed envelope with your name and contact details on the front so we ensure you are thanked. Please note on this occasion receipts will not be issued.

## I don't want to take part in the challenge, but would like to help, how can I get involved?

We rely on volunteers to help make our events such a success. You can get involved on the day by helping with registration, refreshments, t-shirts, car park marshalling and marshalling along the route. To register your details please email [volunteers@shootingstarchase.org.uk](mailto:volunteers@shootingstarchase.org.uk)