

# FAQ Volksbank-Münster-Marathon



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## **Awards**

Every runner who reaches the finish line within a timelimit of 5 hours and 30 minutes will receive a finisher medal and a technical finisher shirt. You will find the certification as a download in the results section of our website.

## **Baby Jogger**

Due to the regulations of the German Athletics Association it is not allowed to participate in the marathon with a baby jogger.

## **Confirmation of Registration**

After you have successfully completed the registration process you will immediately receive a confirmation email. Please make sure that you provide us with the right email address. If you register in writing we will not send you an acknowledgment of receipt. We do recommend that you check your registration through our list of participants that you can find here:

[https://www.xivado.com/en/events/volksbank-muenster-marathon\\_20/startlist](https://www.xivado.com/en/events/volksbank-muenster-marathon_20/startlist)

All participants that have registered online will receive further information about the event not later than the Wednesday before the marathon by mail.

## **Deregistration**

If you would like to deregister from the Volksbank-Muenster-Marathon please do so under specification of your full name in written form to the following address. Please note that you will not receive the registration fee. (Please also see "Refund").

Muenster-Marathon e.V.

Windthorststr. 32

48143 Muenster

Germany

Phone: +49 251 92 77 288

Fax: +49 251 92 77 289

Email: [info@volksbank-muenster-marathon.de](mailto:info@volksbank-muenster-marathon.de)

## **Dropping Out**

If you happen to drop out of the race you can get on the bus that drives behind the last runners of the race. The bus will bring you back to the baggage check. The bus service is free of charge. Runners that are slower than the time limit will be asked to leave the race.

## **Escorting along the Race Course**

Please note that it is not allowed to escort a participant of the marathon by bike or in any other form. If done so the runner could be disqualified.

## **Getting There & Parking**

Please don't hesitate to contact us at [info@volksbank-muenster-marathon.de](mailto:info@volksbank-muenster-marathon.de) if you need detailed information about driving directions, parking information and public transit information. In any case please give yourself lots of travel time on race morning.

## **Information Point**

You will be handed out your race kit at the expo (Gymnasium Paulinum, Am Stadtgraben 30, 48143 Muenster). Here you will also find an information point / trouble desk if you have any further questions on race weekend.

## **Late Registration**

You have the chance for late registration at the expo until Saturday 4.00pm. Please note that late registration might be limited or impossible due to organizational reasons.

## **Marathon Expo**

The marathon expo will inform you about the marathon and about running in general. Manufacturer of sport goods, sport outfitters, companies that offer sport services and organizers from other marathons and running events will be present at the expo. The expo takes place the Gymnasium Paulinum, Am Stadtgraben 30, 48143 Münster. You can pick up your race kit on the following days and times: Friday, 1.30 pm - 7.00 pm and Saturday, 10.00 am - 7.00 pm.

## **Medical Attendance / Massages**

The medical attendance along the race course and in the finish area is ensured. We do recommend that you seek medical attention when the slightest physical discomfort occurs. Please only consider starting the race if you are healthy and in a good physical condition. We also offer massages along the race course (at approximately kilometer 30) and in the finish area.

## Online Registration

You will know that your online registration was successful if you receive these two pieces of information: After submitting your registration a second page will open with the information that your registration was successful. You will receive a confirmation email within a few minutes after completing the registration. Please make sure that you provide us with the correct spelling of your email!

In case the second page didn't open and you didn't receive a confirmation email, your registration had a default. Please note that you have to fill in all mandatory fields of the registration form. (They are marked with a little asterisk.) In the few cases where a registration didn't go through often the check marks for the GRR questionnaire and / or the terms of participation were not set. In very rare cases the firewall of companies doesn't allow the completion of the registration

Approximately a few minutes after your registration you can look up your name in our list of participants (Teilnehmerliste) that you find on our website. All participants that have registered online will receive further information about the event not later than the Wednesday before the marathon by mail. Please let us know if your e-mail address has changed since your registration.

## Pasta Party

There will be a pasta party on Saturday from 5:00pm - 7:00pm at the expo (Gymnasium Paulinum, Am Stadtgraben 30, 48143 Münster). Please note that the pasta meal is not free of charge

## Refund

If you are not able to participate in the Volksbank-Münster-Marathon due to an injury, work-related hindrances or loss of employment we will not automatically refund you the organizational fee. We will only be able to refund you if you have secured the "money-back guarantee" when registering.

## Race Kit Pick Up

Please pick up your race kit at the marathon expo (Gymnasium Paulinum, Am Stadtgraben 30, 48143 Münster) on the following days and times:

- Friday, 1.30pm - 7.00pm
- Saturday, 10.00am - 7.00pm
- Sunday, 7.00am - 8.30am

Please note that you are only able to pick up the race kit on race day until 8:30am. Please carefully plan your travel time on race morning. We highly recommend to pick up your race kit on Friday or Saturday! Please note that we will not send you the race kit by mail.

## Showers / Changing Room

There are showers and changing rooms located around the Gymnasium Paulinum, Am Stadtgraben 30, 48143 Muenster. Please follow the signs.

## Start Corals

All participants will be organized into four coloured corrals at the start line at the Schlossplatz. There will be a check at the start line to ensure that every runner lines up in the right order. You will find a coloured mark on your bib number. Only runners with the official bib number are allowed to enter the starting area. Please follow the instructions of our helpers at the start to ensure a smooth line up. As we will take your chip ("real") time you won't have any disadvantages starting later than the gun time. Corral assignment will be based on the marathon personal best times. These will be as follows:

- 1st Corral: runners with a personal best of 3:00 h or faster
- 2nd Corral: runners with a personal best of 3:30 h or faster
- 3rd Corral: runners with a personal best of 4:00 h or faster
- 4th Corral: all other runners (including runners who run a marathon for the first time)

Please be at the start as soon as possible. The start will be at 9am sharp.

## Starting times

- 9.00am Volksbank-Münster-Marathon (Schlossplatz)
- 9.15am Fiducia & GAD Staffelmaraathon (Schlossplatz)
- From 11.30am Stadtwerke Kids-Marathon (Music-School Himmelreichallee)
- 12.00 noon AGRAVIS Charity-Run (Roxeler Straße, Münster-Roxel)
- 01.00pm AGRAVIS Health-Run (Rüschhausweg/corner Arnheimweg in Münster-Gievenbeck)

## Toilet Facilities

Toilet facilities will be located near the Gymnasium Paulinum, start area, finish area and on course at each aid station. Please note that there might be a queue time.

## Transfer of BIB

We strictly do not allow the transfer of a bib number.

## Weather

The Volksbank-Muenster-Marathon is taking place in any weather condition.

## **Your own Drinks**

If you wish to have your own drinks/supplements placed along the race course you can hand them to us at the expo (Gymnasium Paulinum, Am Stadtgraben 30, 48143 Muenster) on the following days and times:

- Friday, 1.30pm -7.00pm
- Saturday, 10.00am - 4.00pm

Please note that we are only able to place your drinks/supplements at the so called "Verpflegungspunkten" (catering points) and not at the "Erfrischungspunkte" (refreshment points). You are responsible for marking your drinks/supplements. We do our best to place your drinks/supplements at the right points - however we do so without engagement.