



BALLOT

ALL YOU NEED TO KNOW...

When will the ballot for the 2019 Simplyhealth Great North Run entries open?

The general ballot for the 2019 Simplyhealth Great North Run will open at 11am on Wednesday 2 January 2019 and will close at 12 noon on Monday 4 February 2019.

You will be asked to submit payment details for the entry fee (£56) and for any optional merchandise you may wish to purchase. This will be 'held' in your account but the amount will only be taken if your entry into the ballot is successful.

All entrants of the ballot will receive an email on or before Friday 8 February to let them know whether or not they have been successful.

I have just entered the ballot but the entry fee looks like it has already been taken?

When you enter the ballot, you are asked to submit payment details to cover the entry fee (plus any optional merchandise). It is then 'held' in your account until the ballot has been drawn, so it will affect the available balance in your account.

The activity in your account during this time can vary with each bank so if you want to question it please contact your bank directly.

If you are successful in the ballot, the total amount is then deducted.

If unsuccessful, the amount will be released back into your account.

I've just spotted that my card will expire before the ballot is drawn? Can I change the card details?

Once you have entered the ballot you cannot change the card details, you would need to be withdrawn so you can re-enter the ballot using the new card. Please email info@greatrun.org to request to be withdrawn from the ballot. Please include your name, date of birth and post code so the customer services team can locate your entry.

I've realised I can no longer take part in the 2019 Simplyhealth Great North Run, can I withdraw my entry from the ballot?

Please email info@greatrun.org to request to be withdrawn from the ballot, and include your name, date of birth and post code so the customer services team can locate your entry. You would need to send your request in by 9:00 on Monday 4 February 2019.

How do I know if I have been successful in the ballot?

All entrants of the ballot will receive an email on or before Friday 8 February to let them know whether or not they have been successful. We will also upload a ballot checker facility on our website greatrun.org/north.

How is the ballot drawn?

The ballot is drawn completely randomly; it doesn't take into account your gender, age or whether or not you have taken part in the event before etc.

I have been unsuccessful in the ballot, how else can I secure a place in the event?

If you have been unsuccessful in the ballot you can still apply for a place via one of the charities that have purchased a charity package.

The full list of those charities can be found [here](#). You would need to contact a charity directly to ask for more information about securing one of their places.

I've been successful in the ballot, what's next?

If you're successful in the ballot you are automatically allocated a place and are bound to the event terms and conditions. We'll get in touch via email periodically between February and September with pre-event information.

What if I need to withdraw my entry?

We're only able to offer a refund in the case of a medical issue. This is only applicable up to 10 weeks prior to the event and on production of a medical certificate. All refunds will incur a £5 admin charge.

If you aren't able to run but don't apply for a medical refund you may withdraw and transfer the entry to the following year. This must be done online at www.greatrun.org/defer. A refund will not be given and the guaranteed place for the subsequent year will be subject to the standard entry fee. Once withdrawn your place cannot be reinstated.

For more information about the withdrawal and refund policy please see our full terms and conditions at www.greatrun.org/terms-and-conditions