

FAQ - Marathon Berlin 2019

After I have purchased - when will I see my name on “the list”

All runners who purchase their participation from an official tour-operator (S-E-T-T is an official partner) will be only visible on the participant list when the list is “opened” for tour operators by the SCC which will be around middle of March 2019. See the official message on the SCC website here:

<https://www.bmw-berlin-marathon.com/en/your-registration/tour-operators/>

Your online registration & 2nd/3rd etc. runner

After we received your full payment we will send you a link for the **online registration**. Here you fill in all the details about you and the persons who travel with you as well as all the details which are needed to register you.

If you have a **2nd (3rd, 4th or 5th) runner** (who bought his start number together with you) please send us the email address & contact details for the 2nd runner - we will then send a 2nd (3rd, 4th, 5th) registration link

Cancellation & Name Change

The SCC (organisations committee) does not allow name changes or cancellations. Here we as a tour operator can be more flexible. At least we can offer a free name change until 01/08/2019 (no cancellation possible). So in case, you cannot participate you just have to find another person and the name change is free. This has to be done in writing not later than August 1st 2019.

Why do I have to give my credit card details on the online reservation

The organizer is insisting on this in order to be able to charge the fee if you do not return the rental chip. The rental of the chip is included in our price but the chip has to be returned after you enter the finish line.

If you do not have a credit card you have to transfer this fee (with extra cost) to our bank account and we'll guarantee with our credit card for you. If you return the chip and we don't get charged we will return the amount to you. Please note that this can take until December until we receive the final statement from SCC about unreturned chips.

Your confirmation, hotel voucher and invoice

After we received your full payment we will send you an invoice stating that all is paid which is your confirmation. You will also get the hotel voucher with the same mail.

What do I use the hotel voucher for?

When you check in at the hotel you have to hand over the voucher to the receptionist in order to let them know that you have an existing and prepaid booking. Please note that hotels will ask for a credit card from you in order to secure any extras. please note that only what is stated on the voucher is confirmed and prepaid.

When will you see your name on the official list at the SCC homepage

We are transferring the data to the official site (<https://www.bmw-berlin-marathon.com/en/plan-your-race/list-of-participants.html>) only in August in order to be able to make name changes etc. Your name will be on the official participation list only then.

How do you get your start chip/race material

We are sending a pdf start registration to all runners at the beginning of September (very late). This PDF and an ID you have to bring to Berlin to pick up your start chip. You must pick up your race materials during the period from September 26-28, 2019 at the [BERLIN VITAL Fall Expo 2019](#). Any race numbers that are not picked up during the expo automatically become invalid! The race materials can ONLY be picked up in person at the EXPO BERLIN VITAL (free entry)!

NEW! This year, the Expo BERLIN VITAL Fall is held at the former Airport Tempelhof (Platz der Luftbrücke 5, 12101 Berlin)

Opening Hours:

Thursday, September 26, 2019 - 2:00 p.m to 8:00 p.m.
Friday, September 27, 2019 - 11:00 a.m. to 8:00 p.m.
Saturday, September 28, 2019 - 9:00 a.m. to 7:00 p.m.

What all is included with my race materials?

At the expo, you will receive:

- your race number
- your athlete wristband (your pass to the starting area)
- safety pins
- a clothing bag filled with gifts from our sponsors
- a label for your clothing bag, in case you want to drop it off before the race
- your rental Chip (in case you do not have your own)

A t-shirt is not automatically included with your race materials, but of course, you can purchase an event or finisher t-shirt at the Expo.

If you have pre-ordered a t-shirt, you will get that at the expo too.

In case you want to read more extensive FAQs you can do this here at the homepage of the Berlin Marathon: <http://bit.ly/2s2GCXi>