



Great North Run 2021 - Frequently asked questions

Will there be frequent trains to get to and from the Great North Run?

Yes, extra services will be running with a train through Newcastle city centre every 3-6 minutes and every 7½ minutes to and from South Shields until the early evening. Trains will still be very busy throughout the day, so please be prepared to queue before being able to board a train.

What stations are best to use?

The nearest station to the start of the run is Haymarket in Newcastle city centre; about a 15-minute walk to the start line. Haymarket station will be exit only until about 1.00pm, if you wish to travel before this time from Newcastle city centre, please use Jesmond. We recommend that you plan your journey well in advance and aim to arrive early at your destination. The nearest station to the end of the run is Jesmond; about a 15-minute walk from the finish line.

What's the best Metro ticket to purchase?

To avoid queuing at the ticket machines on the day we are encouraging customers to buy a Great North Run Metro wristband ticket in advance.

Great North Run wristbands are available to buy online at sales.nexus.org.uk (until 9.00am Monday 6 September).

Can we Park and Ride with Metro?

Yes. There's free parking on Sundays (small fees apply other days) at the following Metro station car parks: Callerton Parkway, Bank Foot, Kingston Park, Regent Centre, Four Lane Ends, Northumberland Park, Hebburn and Stadium of Light.

More car parking information is available from www.nexus.org.uk/park. Please note car parks will be busy. There will be road closures in place along the route, so please plan your route to and from the car parks in advance.

Will Metro stations be busy before and after the Great North Run?

Yes – services are expected to be very busy from early morning and throughout the day on Sunday 12 September. We recommend that you plan your journey in advance and aim to arrive at your destination early.

For travel advice or help planning your journey call 0191 20 20 747 (Monday – Friday 9.00am – 5.00pm) or use the Live Travel Map at www.nexus.org.uk

Customer service teams will be available for advice and assistance; they'll be highly visible in orange jackets. Before the run, customer service teams will be present at: Airport, Kingston Park, Regent Centre, Four Lane Ends, South Gosforth, Jesmond, Haymarket, St James, Central Station, Gateshead, Heworth, Pelaw, Park Lane and South Shields.

Will there be queues to travel on Metro before and after the run?

Trains after the run will be very busy and queuing systems will be in place. Please listen for station announcements and guidance from our customer service teams. If you've bought a ticket in advance, please have this handy when in the queue. If you need to buy a ticket, customer service teams will be selling them while you queue.

Will there be any station closures on the day?

Some stations will be closed before and after the run to assist with the movement of passengers, improve crowd control and manage the queues. These include

- Ilford Road will be closed all day – please use South Gosforth
- West Jesmond will be closed all day – please use Jesmond
- Haymarket – No entry into the station (exit only) until about 1.00pm, please use Jesmond
- Monument will be closed all day – Haymarket for travel north/south and St James for travel towards Whitley Bay

Customer service teams will be at stations to assist and please note closure times may vary on the day depending on the operational requirements. Check nexus.org.uk/metro or our Twitter feed @My_Metro for the latest information and live updates.

Do you have advice for runners taking part in the Great North Run?

Yes. If you are taking part in the run, we advise that you leave extra travel time to get to the start at Haymarket, trains will be very busy from early in the day.

Remember to stay hydrated before, during and after the run. Trains will be busy – if train windows are closed, open them to help keep cool.

Do you have to wear a face covering when travelling on Metro?

Wearing a face covering is now a personal choice, however we encourage anyone who can wear a face covering to do so when on stations and trains to help keep us all safe.

Do you have any advice for spectators travelling to the Great North Run?

Yes. We recommend that if you're planning on supporting friends and family taking part in the Great North Run, to choose one location to see.

Travelling on Metro with a pushchair on Great North Run day will be very difficult due to the number of people travelling on the network.

Remember to stay hydrated before, during and after the run. Trains will be busy – if train windows are closed open them to help keep cool.

If you intend to travel on Metro and you have a charity balloon, please ensure the string is secure, kept short and you always have a tight hold of it.

How do I keep in touch with all the latest Metro travel updates?

Runners and spectators can get all the latest travel updates from our Twitter feed @My_Metro and our official Tyne and Wear Metro app.

To help plan your journey call 0191 20 20 747 (open Monday to Friday 9.00am to 5.00pm), use the Live Travel Map: at nexus.org.uk.