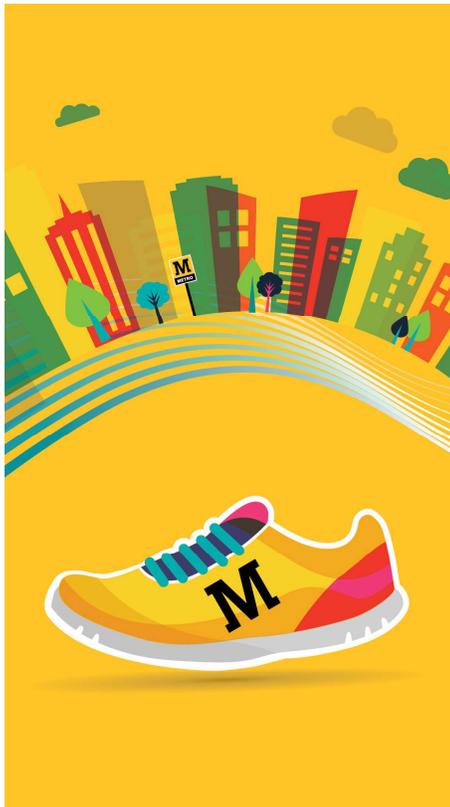


# Great North Run Metro travel guide

12 September 2021



## Great North Run

Great North Run is the busiest day of the year for Metro, with thousands of runners and spectators coming into the City. Not everyone will travel by Metro but our trains will be very busy.

There will be additional Metro services to help runners get to the start of the run and home afterwards. However, trains will still be extremely busy so please make sure you leave extra travelling time and be prepared to wait in long queues.

## Travel advice

The nearest station to the start is Haymarket in Newcastle city centre; about a 15 minute walk to the start line. This year the run ends on the Town Moor, Great North Road in Newcastle; the nearest Metro station is Jesmond about a 15 minute walk.

We recommend that you plan your journey well in advance and aim to arrive early at your destination. For travel advice or for help planning your journey call 0191 20 20 747 (lines open Monday to Friday, 9.00am - 5.00pm) or use the Live Travel Map at [nexus.org.uk](http://nexus.org.uk).

**Runners:** Leave extra travel time to get to the start at Haymarket, trains will be very busy from early in the day.

**Spectators:** We recommend that if you want to see your relatives or friends take part in the run you choose one place to see them - either setting off at the start in Newcastle city centre or at a midway point. It is almost impossible to see a runner in more than one location, as stations and trains will be very busy and because it takes time to reach the route.

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

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

## Train frequency

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.

## Avoid ticket machine queues

There's no need to queue at a ticket machine on Great North Run day, you can buy a travel wristband in advance. Then you can just pop it on, on run day and you're ready to travel, no need to carry money, smartcards or payment cards.

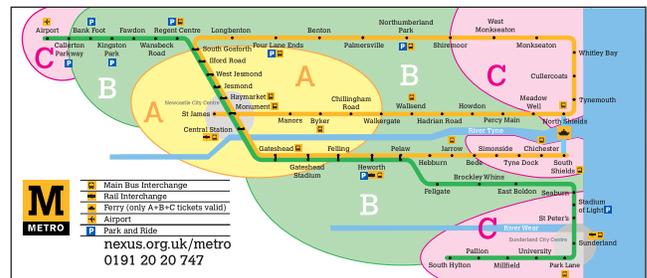
To buy your Great North Run travel wristband in advance, use the Metro map to work out which Metro zones you'll be travelling in and visit [sales.nexus.org.uk](http://sales.nexus.org.uk) to make your purchase. Postage is free.

Buy online at [sales.nexus.org.uk](http://sales.nexus.org.uk). On sale until 9.00am Monday 6 September.

- Adult Day Ticket Wristband: Zone A travel - £3.30
  - Adult Day Ticket Wristband: Zones A+B - £4.40
  - Adult Day Ticket Wristband: Zones A+B+C - £5.40
- Valid for travel in all Metro zones, on the Shields Ferry and on Northern trains between Newcastle and Sunderland.



Up to 3 children aged 11 and under can travel for free on Metro with a fare paying adult.



## Station access

Some stations will be closed or have limited access before and after the run to assist with the movement of customers, improve crowd control and help manage the queues. Customer service teams will be at the stations to assist.

When using alternative stations please take care, use pedestrian crossings where available.

**Haymarket** - No entry into the station (exit only) until about 1.00pm. For travel north/south please use Jesmond (about a 12 minute walk). After 1.00pm access to Haymarket will return to normal allowing both entry and exit.

**Monument** - Closed all day. For travel north/south please use Haymarket (entry only until after 1.00pm) (about a 7 minute walk) or Central Station (about a 9 minute walk). For travel towards Whitley Bay use St James (about an 8 minute walk).

**West Jesmond** - Closed all day, please use Jesmond. About a 19 minute walk.

**Ilford Road** - Closed all day, please use South Gosforth. About a 10 minute walk.

Please note the closure times may vary on the day depending on operational requirements. Check [nexus.org.uk/metro](http://nexus.org.uk/metro), or [@My\\_Metro](https://twitter.com/My_Metro) for the latest information.

## After the run

Trains will be very busy, so we'll be using queuing systems for people waiting to catch a Metro; please be prepared to wait.

We understand it can sometimes be frustrating queuing for long periods and we ask that you remain patient. If you'd rather let the queues reduce before joining them, there are a number of cafes, restaurants and pubs to visit in Newcastle.

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.

When on the train, listen out for announcements as you may need to change trains depending on your final destination.

The closest station to the end of the run in Exhibition Park is Jesmond, about a 15 minute walk.



Please take care when travelling to stations, use pedestrian crossings or underpasses where available.

## Look after yourself

It's a busy day so please take care, listen to guidance from customer service teams and stay safe.

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.

Remember to stay hydrated before, during and after the run. Trains will be busy - if the train windows are closed, open them to help keep cool. If you feel unwell, leave the train and speak to a member of the customer service team at the station, or contact customer service using the station Help Point.

First Aiders will be available at various locations around the system, and will be supported by St John's Ambulance in the city centre.

## Customer Service Teams

Customer service teams will be available for advice and assistance; they'll be highly visible in orange jackets.

Before the run, teams will be present at Airport, Kingston Park, Regent Centre, Four Lane Ends, South Gosforth, Jesmond, Haymarket, Central Station, St James, Manors, North Shields, Gateshead, Heworth, Pelaw, Park Lane and South Shields.

After the run teams will be located at Regent Centre, South Gosforth, Jesmond, Haymarket, Central Station, Gateshead, South Shields and St James.

## Top ten tips

Here's our top ten tips for travelling on Great North Run day.



1. Buy your wristband ticket in advance to avoid ticket machine queues on run day.
2. Leave extra time for your journey and expect trains and stations to be very busy.
3. Remember to stay hydrated.
4. Metro stations and trains do not have toilet facilities, so please keep this in mind before starting your journey.
5. If you're planning to see friends or family taking part in the run, choose one location to see them.
6. Expect long queues.
7. If using park and ride, plan your journey in advance to avoid planned road closures.
8. If you feel unwell, speak to a member of the customer service team.
9. Carry some food and drink if possible.
10. Enjoy the day!

## Metro merchandise



Check out what's on sale at [nexus.org.uk/metro/merchandise](https://nexus.org.uk/metro/merchandise)

All items are under £10.00 with free delivery.

## Car parking

Why not park and travel on Metro to your destination?

There's free parking on Sundays (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.

There's also a council operated car park at Heworth (fees apply). Please note, the surrounding roads will be closed for part of the day as they form part of the route.

More car parking information is available from [nexus.org.uk/park](https://nexus.org.uk/park).

Car parks will be busy; there will be road closures in place along the route, so make sure to plan your route to and from the car park in advance.

## Useful contacts

For all travel information visit: [nexus.org.uk/greatnorthrun](https://nexus.org.uk/greatnorthrun)

Latest Metro updates: [nexus.org.uk/metro](https://nexus.org.uk/metro) or [@My\\_Metro](https://twitter.com/My_Metro)

Lost Property: 0191 20 20 747 (open Monday-Friday 9.00am - 5.00pm)

For help planning your journey: call 0191 20 20 747

Great Run Company: [greatrun.org/events/great-north-run/](https://greatrun.org/events/great-north-run/)

