



South Africa, can we count you in?



Vitality Running World Cup Frequently Asked Questions

1. What is the Vitality Running World Cup?

The Vitality Running World Cup is an annual global running competition that is free to take part in, giving everyone the chance to represent their country from wherever they are.

Starting on 5 March 2020, the Vitality Running World Cup is open to everyone over 13 years old, whatever your fitness level, and aims to inspire a global movement in health.

Every run counts and the country with the greatest distance tracked in relation to their population size will win. PLUS, there are amazing prizes ranging from weekly prizes to a grand prize if you take part.

2. When does the Vitality Running World Cup start?

The Vitality Running World Cup will take place from March to April 2020. It will begin with the Qualifying round, which will last for one week from the kick-off date (5 March at 00:00 to 11 March at 23:59).

The top 16 teams (countries) will enter a knockout style tournament where they will compete against each other for the remaining weekends of the tournament (Round of 16, Quarter finals and Semi-finals). The Vitality Running World Cup will resume in early April 2020*. Here's a breakdown of the Vitality Running World Cup fixtures:



*The Vitality Running World Cup has been postponed until further notice in light of the stricter COVID-19 measures implemented by governments worldwide.

For more information about tournament dates, visit the [Vitality Running World Cup website](#).

3. Why has Vitality chosen to sponsor the Running World Cup as its latest *move more* initiative?

Vitality has successfully been incentivising people to move more for over 20 years and we're excited to announce the latest initiative directly linked to our global commitment to make **100 million people, 20% more active by 2025**.

The Vitality Running World Cup aims to inspire a global movement in health and mass participation in running to encourage people to move more and get more active.

4. Who can enter the Vitality Running World Cup?

Anyone over the age of 13 years old, whatever your fitness level, can participate in the Vitality Running World Cup to represent their country. The competition is open to the public for free and you do not need to be a Vitality or a Discovery member.

5. Why can't children under 13 years old enter the Vitality Running World Cup?

The minimum age for taking part in the Vitality Running World Cup is 13 years old. This aligns with the age required to use key social media sites which is required throughout the event.

6. How do I sign up to the Vitality Running World Cup for free?

To sign-up to the Vitality Running World Cup, follow these three easy steps:

- A. **Join for FREE** on the [Vitality Running World Cup](#) website or download the mobile app via the iOS App Store or Google Play Store.
- B. Create a profile and [link an approved](#) Vitality Running World Cup **smartphone or fitness device** to your running profile.
- C. Run or jog **at least 3km within 30 minutes**, anywhere, anytime, using a smartphone or fitness device to track your run

For more information, visit the [Vitality Running World Cup website](#).

7. How much does it cost to enter the Vitality Running World Cup?

There are no costs involved with entering the Vitality Running World Cup. You can join for free through the [Vitality Running World Cup website](#) to complete your registration.

8. Do I need a specific smartphone app or fitness device to participate in the Vitality Running World Cup?

You need to have an approved smartphone app or fitness device to track your run throughout the tournament. There are a range of [approved fitness apps and devices](#) that you can use to take part in the competition.

If your device is not yet added to the list of Vitality Running World Cup fitness devices, it may already be in the process of being added. Until then, you can link your current device with a free smartphone app such as Google Fit, MapMyRun or Strava, which will enable you to take part in the tournament.

For more information about smartphone apps and fitness devices, visit the [Vitality Running World Cup website](#).

9. Are their restrictions to share my workout data with the Vitality Running World Cup?

While the Vitality Running World Cup is open to anyone over 13 years old, various smartphone apps and fitness devices may have their own user age restrictions for registering and sharing data. Please ensure that you are aware of what these restrictions are when joining.

10. Who is South Africa's Vitality Running World Cup Team Captain?

Discovery Vitality Ambassador, Wayde van Niekerk will lead South Africa as Team Captain.

11. Why do my weekly personalised Vitality Running World Cup goals keep changing?

You are set a weekly, personalised Vitality Running World Cup goal, based on your current activity levels. Your weekly goal is dynamic and set based on your goal achievement over previous weeks. Your goal will adjust upwards and downwards based on your activity, fitness level and goal completion. It gradually encourages you to improve your fitness level or keeps you motivated and engaged at the current level. To help you achieve your weekly personalised goal in light of COVID-19, we've capped it at 10 km. [Check out this article on ways to keep your social distance during the Vitality Running World Cup.](#)

Remember to track your run using an approved smartphone app or fitness device linked to your Vitality Running World Cup profile. As you continue to achieve your goals, your goal will increase up to a maximum of 10 km. This is to make sure that you continue to become fitter over the weeks.

12. What is the difference between my weekly Vitality Running World Cup goal and my weekly Vitality Active Rewards goal?

Your weekly personalised Vitality Running World Cup goal is **different from your Vitality Active Rewards goal** so you would still need to achieve your Vitality Running World Cup goal if you want to enjoy an exciting range prizes for participating in the tournament. Here's why:

Vitality Running World Cup goals

The Running World Cup sets you a total kilometre goal to achieve weekly, which is over and above your qualifying run (at least 3km within 30 minutes) – i.e. it's specifically a 'run goal'. This goal dynamic and determined based on your goal achievement from the previous week.

Vitality Active Rewards goals

To achieve your weekly Vitality Active Rewards exercise goals, Vitality members need to [get active in a variety of ways](#), which include: visiting the gym, completing a parkrun or myrun, participating in a Vitality race event or tracking your workout with an approved fitness device or app.

13. Which Vitality Running World Cup goal do I need to achieve?

There are two aspects to participating in the Vitality Running World Cup:

- a. Achieving your qualifying run (at least 3km within 30 minutes) during each stage of the tournament, which counts towards South Africa's total kilometres.

For example: Running at least 3km within 30 minutes during the Round of 16 (14 to 15 March).

- b. Achieving your weekly personalised Vitality Running World Cup goal, which runs from midnight on Thursday to the following Wednesday at 23:59. In order to complete your kilometre goal, you need to run over the seven-day period. Please note: You must complete at least 3km within 30 minutes during every run workout for it to count towards your personal goal.

For example: James has a weekly Vitality Running World Cup goal of 6km during 12 to 18 March 2020. He decides to run for two days in the week to achieve his goal. James will have to run at least 3km within 30 minutes during the first day and at least 3km within 30 minutes during the second day for his workout to count towards his personal weekly goal.

You would need to achieve both your qualifying run goal and your weekly personalised goal to improve your country's chances of winning the Vitality Running World Cup, help Vitality and UNICEF vaccinate 1 million children around the world and get additional entries into the draw to win weekly running prizes and the grand prize trip to your dream destination.

14. How does Vitality's partnership with UNICEF work?

Vitality and the United Nations Children's Fund (UNICEF) have come together to enable people to get active and by doing so, help vaccinate 1 million children around the world. Here's how it works:

For every new sign-up during the remainder of the tournament and weekly Vitality Running World Cup goal you achieve, Vitality will help UNICEF vaccinate a child against preventable diseases.

These vaccines are not necessarily for South African citizens and will go to areas around the world that need it most. UNICEF reserves the right to make this choice depending on the social economic challenges faced.

15. Can I represent a different country from where I live?

You can choose to represent any country during the Vitality Running World Cup regardless of the country that you live in.

For example, if you live in London but want to run for Australia, run during London's time window of the tournament and not Australia's time window.

16. Can I run for more than one country?

No, you can only run for one country during the Vitality Running World Cup. Once you have completed your first qualifying run for the country you have selected, your details will be linked to that country for the remainder of the tournament and you won't be able to change the country you have selected.

17. My country has been knocked out, can I change my country?

No, you can only run for one country during the Vitality Running World Cup. Once you have completed your first qualifying run for the country you have selected, your details will be linked to that country for the remainder of the tournament and you won't be able to change the country you have selected. You can, however, change your country if you have not yet completed a qualifying run – i.e. 3km within 30 minute run.

18. Why do I need to run at least 3km in 30 minutes for my country?

Completing a qualifying run which is at least 3km in 30 minutes or less, gives everyone the opportunity to participate in the Vitality Running World Cup regardless of their fitness level.

It is slightly faster than walking and with some running preparation, anyone would be able to achieve this.

19. What happens if I run less than 3km?

If you run or jog less than 3km in 30 minutes or less, your run will remain on your profile, however it will not count towards South Africa's total kilometres. Only your total run distance will count. You must run or jog at least 3km within 30 minutes during the tournament to achieve a qualifying run.

20. Can I run more than 3km to increase South Africa's total kilometres?

Yes, as long as you have completed at least 3 km in 30 minutes or less, all additional runs you do in the qualifying time period will be counted towards South Africa's total kilometres.

21. Can I run more than once to help South Africa win?

Yes, as long as you have completed at least 3 km in 30 minutes or less all additional runs you do in the qualifying tournament period will be counted towards South Africa's total kilometres.

22. When do I need to complete my first run?

You will need to complete your Vitality Running World Cup qualifying run during each tournament stage, starting from 5 March 2020. Here's a breakdown of the Vitality Running World Cup fixtures:



You can also log in to the Vitality Running World Cup website and app, click on '2020 Tournament' and then 'Timeline' to view the dates and times of each stage. Any runs you complete during the tournament period should be tracked by your approved smartphone app or fitness device. You should run these in the time window for the country you currently are living in.

23. Can I run on a treadmill to complete my qualifying run?

You can choose to complete your qualifying run anywhere. If your smartphone app or fitness device is able to track your run on a treadmill, then you can complete a qualifying run. If your smartphone app or device does not track your run then you won't be able to complete your qualifying run.

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24. I missed running in the previous Vitality Running World Cup tournament stage. Can I still run in the following tournament stages?

If South Africa is still in the competition, you can run in the next round even if you missed the previous stage, or all other stages. You cannot however change your country during the tournament if you've completed a qualifying run. The Vitality Running World Cup will resume in early April 2020*

25. Can I add manually tracked runs?

To protect the integrity of the competition, no manually added runs will be accepted. While you can view them on your profile, they will not be added to your country's total kilometres.

26. Why can't I link my Apple Watch or Apple Health Tracker to my Vitality Running World Cup profile

The Apple Watch and Apple Health app has been approved Vitality Running World Cup. To link your Health App to your Vitality Running World Cup profile, follow these steps:

1. Download the Running World Cup mobile app via the iOS store
2. Link your Apple Health app to the Vitality Running World Cup mobile app and make sure you have opened the iOS Running World Cup app on your mobile to ensure your runs sync
3. You can ensure that your runs are tracked on your Apple Health by doing one of the following:
 - a. Log your run using an Apple Watch
 - b. Download a relevant app within IOS that pulls through GPS run data into health app (see health app for details)

Your run can only be viewed on your Vitality Running World Cup profile if they are logged with a GPS tracking device.

For more information about smartphone apps and fitness devices, visit the [Vitality Running World Cup website](#).

My Vitality-linked fitness device is not one of the supported devices I can use to track my run for the Vitality Running World Cup. What do I do?

The Vitality Running World Cup offers a range of [approved fitness devices](#) that you can use to take part in the tournament.

If your device is not yet added to the list of Vitality Running World Cup fitness devices, it may already be in the process of being added. Until then, you can link your current device with a free smartphone app such as Google Fit, MapMyRun or Strava, which will enable you to take part in the tournament.

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For more information about smartphone apps and fitness devices, visit the [Vitality Running World Cup website](#).

27. Why is there a difference between the approved Vitality Running World Cup list of devices and apps and the approved Discovery Vitality list of devices and apps?

Vitality sponsors The Running World Cup as part of our Move More initiative to get 100 million people, 20% more active by 2025. The Running World Cup is a global event with its own device and app integration functionality that tracks runs completed during the tournament.

Certain devices and apps integrate with The Running World Cup but not with Vitality because our data requirements are different.

The Running World Cup does have a great list of devices and apps already, with some also integrated with Vitality, such as Apple Watch, Garmin and Fitbit. The Running World Cup are also in the process of adding additional devices and apps to their list.

If your device is not yet added to the list of Running World Cup fitness devices, you can view their integrated list of apps to see if your device can be linked through that app.

For more information about fitness apps and devices, visit runningworldcup.com.

28. I completed a qualifying run but it's not showing on my Vitality Running World Cup profile. What can I do?

Your run may take up to 24 hours to reflect on the Vitality Running World Cup. If it is still not reflecting, follow these steps:

- A. If you are using the Vitality Running World Cup app, make sure you have downloaded the latest version.
- B. Ensure that your fitness app or device is set up and linked to the Vitality Running World Cup website or app. You will be able to see the name of your fitness app or device displayed under the 'My Runs' section of the website or app. If it is not displayed, your device needs to be relinked.
- C. Some devices and apps take longer to sync. Please ensure you have synced your device with your phone. The Running World Cup cannot receive your runs unless they are synced from your smart device to your device account.
For example: Sync your Garmin watch with your Garmin connect phone app.
- D. If your run is still not showing after 24 hours, a common error is that your device has not registered the activity as a run. If you have selected walk, cycle, or not selected an activity, it is simply measuring steps/distance, and this will not show. It must be a tracked run.
For Garmin or Fitbit, you must start a run activity, close your run activity and then sync your run before it is displayed on your profile (within 24 hours).

If you have followed all the steps above and your runs are not appearing, we suggest deleting your tracker from your account and then adding it again. You can do this from your own account in the “Run Trackers” section and clicking ‘deauthorise tracker’.

Please note: the Running World Cup have identified a few challenges with the Samsung smartphone and fitness device data, as well as Apple Health data and are in the process of resolving these issues. The Vitality Running World Cup will resume in early April 2020*.

Should your run still not reflect, contact Vitality Running World Cup via the [chatbot](#) available on the Vitality Running World Cup website. The chatbot will appear at the bottom right of your screen. Alternatively, send an email to info@runningworldcup.com.

29. My qualifying run data is incorrect. What do I do?

View your fitness app or device used to track your run to see your run data. If your fitness app or device is reflecting different data from your Vitality Running World Cup app, ensure that you are viewing the correct runs from the correct tracker on your app. If the issue continues, contact the Vitality Running World Cup directly via the [chatbot](#) available on the Vitality Running World Cup website. It will appear at the bottom right of your screen.

30. Can I change between different fitness apps and devices to track my runs?

Your Vitality Running World Cup profile can support multiple approved fitness apps and devices. Here’s how to get started:

- A. Select your smartphone app or fitness device in the Vitality Running World Cup website or app.
- B. Authorise your additional smartphone app or fitness device.
- C. Your run will reflect in the ‘My Runs’ section of the Vitality Running World Cup website or app within 24 hours after your run.

Please note: only data from one approved fitness app or device will be accepted and count towards your qualifying run.

31. There seems to be an issue with my smartphone app or fitness device linking to my profile.

If you are unable to link your smartphone app or fitness device to your Vitality Running World Cup profile, verify your password and username of the app or device you are trying to link. If the issue continues, contact the Vitality Running World Cup directly via the [chatbot](#) available on the Vitality Running World Cup website. It will appear at the bottom right of your screen.

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32. Can I sign-up a team to enter the Vitality Running World Cup?

Yes, a new feature will be added where you can enter the Vitality Running World Cup as a team. While this feature is still being added, you can invite your family, friends and colleagues to join the Vitality Running World Cup for free.

Remember, the more people that take part, the greater chance South Africa has of winning. Keep an eye on the Vitality Running World Cup Facebook (@RunningWorldCup2020), Twitter (@runningworldcup) or Instagram (@runningworldcup) handles for more information.

33. Can I sign-up for more than one team during the Vitality Running World Cup?

Yes you can join more than one team during the Vitality Running World Cup.

Please note that your total kilometres complete will only count once towards South Africa's total kilometres.

34. What is in the digital Vitality Running World Cup goodie bag?

It's a surprise! Just by doing a 3km run in under 30 minutes, you will receive a digital goodie bag with a range of vouchers and discounts. Keep an eye on the Vitality Running World Cup Facebook (@RunningWorldCup2020), Twitter (@runningworldcup) or Instagram (@runningworldcup) handles for more information.

35. When do I receive a digital Vitality Running World Cup goodie bag?

Your digital Vitality Running World Cup goodie bag will be sent to you immediately after you have completed your first qualifying run.

36. My voucher/ discount code included in the digital goodie bag is not working. What do I do?

You can contact the retailer directly if the voucher or discount code in your goodie bag is not working,

37. Why is my digital Vitality Running World Cup goodie bag not specific to South Africa?

Vitality sponsors the Running World Cup as part our Move More initiative to get 100 million people, 20% more active by 2025.

While we are sponsors of the tournament, we do not determine the contents of the digital goodie bag. These contents are solely determined at the discretion of the Running World Cup.

For more information, visit the [Vitality Running World Cup website](#).

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38. How many kilometres will I earn for my country by participating?

Run or jog at least 3km in 30 minutes or less during the Vitality Running World Cup to contribute towards South Africa's total kilometres. Every run counts and we're counting on you to run as much as you can during the tournament.

39. How do you choose the Vitality Running World Cup champion especially when some countries have a larger population size than others?

Every kilometre run during the tournament stages will count towards South Africa's total kilometres, provided that you have run at least 3km in 30 minutes or less. Only kilometres tracked using an approved fitness app or device that is linked to the Vitality Running World Cup will count towards South Africa's total.

To ensure that the Vitality Running World Cup tournament is fair, various factors have been taken into account when calculating a country's total kilometres, which include: total kilometres run, a country's population size and the number of smartphone users in the country.

40. How do we qualify for the knockout tournament?

To qualify for the knockout tournament, South Africa needs to be in the top 14 at the end of week 1 (Qualifying stage). Positions 15 and 16 will be awarded as wildcards to the two countries with the largest number of runners that do not make the top 14. Thereafter, we will proceed to the knockout tournament (Round of 16, Quarter Finals, Semi-Finals and Finals). The Vitality Running World Cup will resume in early April 2020*

All scores will be reset to zero at each stage of the tournament and each country will compete against each other in a head-to-head challenge over the weekend. If South Africa has the higher score at the end of each knock-out stage, we will progress to the next round and the other country will be eliminated.

41. How do I reset my Vitality Running World Cup password?

If you've forgotten your Vitality Running World Cup password, you can reset it on the login page of the Vitality Running World Cup website or app and select 'Forgot Your Password?' Then follow the prompts to reset your password.

42. I forgot my email address used to create a profile on the Vitality Running World Cup app and website. What do I do?

If you cannot remember your email address used to create your Vitality Running World Cup profile, you need to set up a new account.

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43. How do I know how well South Africa is doing?

You can track South Africa's progress during the tournament via the Vitality Running World Cup [website](#) or the app. Simply navigate to the 'Qualifiers' section under the '2020 Tournament' tab.

44. How do I build a team for the Vitality Running World Cup or join an existing team?

You can get your friends, family and colleagues to join the Vitality Running World Cup. You can either choose to **send them an invite** via the Vitality Running World Cup website or the app or choose to build your own Vitality Running World Cup team.

Here's how you can get started once it's live.

Build your own team

- A. Log in to the Vitality Running World Cup website or app
- B. Navigate to the menu and click on *Teams > Create a team*
- C. Complete your team's details

Join an existing team

- D. Log in to the Vitality Running World Cup website or app
- E. Navigate to the menu and click on *Teams > Join teams*
- F. Enter the team's name or unique code you would like to join. Alternatively you can choose to search for the team

Visit the [Vitality Running World Cup](#) website or app for more information.

45. What rewards do I get for participating in the Vitality Running World Cup?

You could stand a chance to win and earn a range of rewards and prizes for participating in the Vitality Running World Cup. These include a grand prize, weekly running prizes and a digital goodie bag.

Digital goodie bag

Receive a digital goodie bag once you've completed your **first qualifying run in March** (3km within 30 minutes). This will be sent to you via email following your run and will include a range of discounts and vouchers to the value of \$100. For more information about your goodie bag, click [here](#).

Grand prize and Weekly running prizes

Every qualifying run you complete will count towards one entry into the South African draw to stand a chance to win the Grand prize and Weekly running prizes. Plus, you can double your entries each week for achieving your Vitality Running World Cup personal goal. Get additional entries into the draw based on your membership type:

Membership type	Number of additional entries
Any Discovery client	2 entries
Vitality members on the Vitality Health programme	5 entries
Team Vitality members	10 entries

For more information about South African prizes and rewards for the Vitality Running World Cup, view the [benefit guide](#).

46. Who determines the price of Vitality Running World Cup t-shirts and other apparel?

Vitality sponsors the Running World Cup as part of our Move More initiative to get 100 million people, 20% more active by 2025.

While we are sponsors of the tournament, we do not determine the price of the Vitality Running World Cup branded t-shirts and apparel. These contents are solely determined at the discretion of the Running World Cup.

For more information, visit the [Vitality Running World Cup website](#).

47. Why is the Vitality Running World Cup postponed?

As the outbreak of COVID-19 continues to spread across the world, stricter measures by governments and health authorities have been implemented to slow the spread. To ensure that we play our part and help flatten the curve, we have decided to postpone the Vitality Running World Cup until further notice.

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48. Will we still be awarded weekly prizes for the tournament rounds that have passed?

Yes. The following weekly running prizes will be awarded to the lucky South African participants that have won after completing the following tournament rounds:

- Qualifying round: Huawei Band 2 Pro fitness devices
- Round of 16: ASICS voucher for running shoes
- Quarter Finals: Gym contracts with Virgin Active or Planet Fitness

Given government regulations regarding the delivery of goods during the period 27 March – 16 April 2020, there will be a delay in the delivery of prizes.

49. Will my qualifying runs completed in the rounds that have passed still be counted towards the grand prize draw?

Yes. Your total entries throughout the tournament will count towards the grand prize draw. Only one winner will be randomly selected to win the grand prize. The more qualifying runs you complete; the more entries you'll get into the grand prize draw. The grand prize winner will be announced within two weeks following the Final stage of the tournament.

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