



TEAM MANAGERS REGISTRATION SYSTEM BRIEF

Below includes some important information relating to the registration system for the 2017 World Transplant Games to be held in Malaga, Spain, 25 June – 02 July 2017. Please read these notes carefully and ensure your team members understand the system.

Start of Registration

Email address and password

To start your registration you will be asked for an email address and a password. It is important you write these down, and this email address and password will allow you to access your registration at a later point.

Individual verse group registrations

Although the system does allow for group registrations, we do recommend that people register themselves individually. A family or group may choose to register together. This will be achieved by using the same email address and password and simply selecting to **ADD ANOTHER PERSON**.

Full accommodation verse non-accommodation packages

The registration system is designed to register everyone as a **FULL ACCOMMODATION** package and later will apply a discount should you be selecting the **NON ACCOMMODATION** package.

Juniors (4 – 12 years)

The system is designed to register all juniors to be sharing with one other person. Should a junior be planning to stay in a room with 2 adults, the discount will be applied later in the registration.

Note – anyone aged 13 and OLDER is considered an ADULT.

Living Donors / Donor Family athletes

Living Donors / Donor Families who are planning to participate in the selected sports at the games will still register as a Supporter. The applicable sports selections will be available to them during the registration process.

Remember – Early Bird registration finishes on 10 Feb 2017.

11 Feb – 16 April 2017 = Normal Registration Fees

Registration Closes – 16 April 2017.



PROFILE

- After selecting your registration category you will enter the Profile page.
- Here you will insert all your personal details.
- When selecting “participating as a transplant recipient competitor” – the **MEDICAL INFORMATION** and a link to the medical forms will appear.
- If you select “participating as a supporter”, you will be given the option to select Donor Family athlete – and likewise the medial information and links to forms will appear.
- Note – **AGE GROUPS** - you are required to select the appropriate age category for athletes. The system does allow you to select the wrong age category, therefore please be careful when selecting and know what age group you are participating in.

ACTIVITIES

Here you will select the activities you wish to participate in.

You will also be given some accommodation questions:

- The below two are only applicable if you are taking the **FULL ACCOMMODATION PACKAGE**:
 - **SINGLE SUPPLEMENT** – an additional amount will be charged if you require a single room.
 - **JUNIORS SHARING WITH 2 ADULTS** – This is only applicable to juniors (4 – 12) who are sharing a room with 2 adults. A discount amount will be applied
- **Note** – these options still appear on the screen if you are taking the **NON ACCOMMODATION** package but are **NOT APPLICABLE**. The LOC will cross check this manually and invoices will be adjusted if you have selected a discount or additional fee which is not applicable
- **NON ACCOMMODATION**
 - If you have previously selected the non accommodation package – you will tick a further box here which applies this discount.

LODGING AND TRAVEL

- **BED CONFIGURATION** - You will be given the option to select what type of bed configuration you require – again this is only applicable for Full Accommodation packages.
- **TRAVEL INFORMATION** – if you do not have your travel information when registering, this can be added later, but remember the email address and password used.



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MERCHANDISE

ADDITIONAL NIGHTS

- Additional nights pre and post the set dates may be selected here. Only applicable to the Full Accommodation package.
- Note – if you are not sharing a room with someone for your additional nights – you need to take a single room and pay the single room price.

CHECKOUT

- Details your package price and reminds everyone of the cancellation policy.

CONFIRMATION

- This is a confirmation summary of your registration, which will also be sent to you via email.

Frequently Asked Questions

1. Can I edit or change my registration?

The email address and password used at registration can be re-entered to access your registration profile. This will allow you to change certain elements of your registration.

2. What if I do not know all the sports I wish to enter when I register?

You may re-enter your registration by typing in the same email address and password you used on registration. This will allow you to change or select additional sports events. We do advise that you try to enter your initial registration as close to completion as possible.

3. I do not know my flight details yet, can I add these later?

Yes, please log back into the system using the same email address and password, which you used at registration. You may then add your flight details once they are confirmed.

4. What if I don't get my medical certificates in time?

Please refer to the cancellation policy to see applicable refunds due. It is your responsibility to ensure that you get your medical certificates complete in time, plenty notice has been given. If you are denied participation by the LOC due to medical reasons you will be given a 90% refund.



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5. Can I register more than one person at a time (i.e. my whole family)

Yes, the system has an option at checkout to add another person. If you want to add another person to your group registration at another time, you will enter the same email address and password used at your initial registration and then select the option "Add another person"

6. I want to take a sharing package (i.e. share a room) but do not know who I can share with?

Please liaise with your Team Manager, they will pair you up with other people in your team who also want to share accommodation. If there is no-one else in your own team to share with, please email the LOC with this query and they will attempt to assist you.

7. I have a 2-year-old child, as they are free, do I need to register them.

Yes we would like all participants regardless of age registered on the system. This is for medical and security reasons.

8. Will I get a copy of my registration confirmation?

Yes an email will be sent to the email address you used at the start of your registration.

9. How do I make payment for my registration?

Payment must be made to your Team Manager and not directly to the LOC. Please liaise with your team manager.

10. Do I have to be a member to register?

Yes you need to be a member of our local membership associations in each country. If you are not a member or unsure, please contact the relevant person for the association in your country. Click here for a list of member countries. <http://wtgf.org/member-countries/> If your country is not listed please contact wtgf@wtgf.org

11. Can I cancel my registration?

Yes you may however please note there may be cancellation fees charged. Cancellations made after the 16th April 2016 will incur cancellation fees – please see the registration policy. Prior to the 16th April 2017, you may log back into your registration with your email address and password and choose to cancel your registration.