

## **TEAM MANAGERS** **REGISTRATION SYSTEM BRIEF**

Below includes some important information relating to the registration system for the 2019 World Transplant Games to be held in NewcastleGateshead, United Kingdom between 17 – 24 August 2019. Please read these notes carefully and ensure your team members understand the system prior to registration.

### **Start of Registration**

#### **Username and password**

To start your registration, click on the “Register” button at the bottom of the first page. Once you have registered, and are a Returning User you should complete the Username and Password boxes and click “Login”.

#### **Individual verse group registrations**

Everybody attending the Games will be required to have their own unique registration (which will generate a Unique Registration Number (URN). No group entries are allowed.

#### **Full accommodation versus non-accommodation packages**

The registration system will ask you to select your registration type - **ACCREDITATION only** or **FULL ACCOMMODATION** package. Please note different costs are associated with each of the accommodation packages, depending on the package selected.

#### **Juniors (4 – 12 years)**

The system is designed to register all juniors as sharing with one other adult. Should a junior be planning to stay in a room with 2 adults, a discount will be applied when selecting the Junior’s accommodation package.

**Note – anyone aged 13 and OLDER is considered an ADULT** and will be required to register as an ADULT.

#### **Living Donors / Donor Family athletes**

Living Donors / Donor Families who are planning to participate in the selected sports at the games will need to register as Living Donors/Donor Families. This will then allow you to select available sports during the registration process.

#### **Category & Role**

You will need to select your category (which will be Team for 99% of people), along with your role within the Team (Adult Competitor, Team Manager etc).

#### **Organisation**

Here you will need to select the Nation that you will be representing.

**Remember – Early Bird registration closes on 18 Jan 2019.**  
**19 Jan – 1 May 2019 = Normal Registration**  
**Registration Closes – 1 May 2019.**



## PROFILE

- After selecting your registration category, you will enter the Profile page.
- Here you will insert all your personal details.
- Note – **AGE GROUPS** – are automatically selected for you when you enter your Date of Birth.
- Please ensure you complete all questions in this section. Those marked with an \* are compulsory and you will not be able to unlock the Sports Entries until they are all complete.
- Type of Transplant – if you are supporter or if you haven't had a Transplant please tick "Other".
- Events & Ceremonies – please note attendance at all of these events is included in your accreditation fees. We ask that everybody please indicates which events you intend to go to.

## TRAVEL & ACCOMMODATION

Here you will be asked to provide the LOC with your travel and accommodation information.

- Arrival Date in the UK – this is the date you plan on arriving in the UK. If you are arriving early to holiday please insert that date here along with flight details.
- Departure Date from UK – as above, this is the date you plan on leaving the UK.
- Arrival date at the Games – this is the date that you will arrive in NewcastleGateshead and check into your Games Accommodation. If you are taking the Accreditation Package this is the date that you will arrive in NewcastleGateshead. Please note these dates will be used to calculate your cost of attending the WTG.
- Departure Date from the Games – as above, this is the date you will be checking out of Games Accommodation.
- Hotel Room Partner – if you are selecting a twin / double or family room please insert the name/s of the person you will be sharing with. If you are unsure at this time please contact your Team Manager who will be able to assist in pairing you with another member of your team.

## ACCOMMODATION SELECTION

- Please enter a Number 1 in the accommodation type you would like to stay in during the Games.
- You are also given the option to select what type of bed configuration you require – again this is only applicable for Full Accommodation packages.
- Additional nights stays will be automatically calculated for you using the Arrival and Departure Dates provided in the previous section.
- If you are taking the Accreditation Only Package please tick the Accreditation Only Package option.

## SPORT EVENT ENTRIES

- Tick the “Select Sport” tab to begin, this will take you to a page where you can select from all of the sports that are available to your age group.
- Please ensure where applicable that you add in PB’s and Handicaps.
- Please make sure you add your doubles partners where known. If this is not yet known you will be able to add this at a later date prior to registration closing on the 1<sup>st</sup> May 2019.

## DECLARATIONS

- Please make sure you read and tick all Declarations prior to submitting your application.

## SAVE CHANGES / SUBMIT TO TEAM MANAGER

- Please make sure you tick “Save Changes” when you have completed your registration. You will be able to go in and edit your application as many times as you want.
- Once you “Submit to Team Manager” you will no longer be able to edit your application (apart from adding flight information / sports info).
- In order to be eligible to receive the Early Bird Prices you must submit your form to Team Managers by the 18<sup>th</sup> January. After this point your fee will automatically be updated to the standard entry fees.

## WITHDRAW APPLICATION

- If you are unable for any reason to attend the Games, you can “Withdraw Application” at any time by clicking the button at the bottom of the application
- If you wish to subsequently attend the Games, you will need to start your application again.

## TEAM MANAGER PORTAL

Each Team Manager will be given a separate Team Manager log in which will give you access to all your team’s registration applications.

Here you will be able to do the following: -

- Track applications linked to your Team / Country.
- Review and amend applications.
- Add New applications for members of your team who may not be able to complete the registration process themselves.
- Submit completed applications from your team to WTG 2019 prior to deadline dates. Please note applications are not submitted to WTG 2019 until the Team Manager clicks the “**Submit Applications**” button.

## Frequently Asked Questions - Registration

### **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. Please note that once you have submitted your form to your team manager you will only be able to edit sports entries and flight information.

### **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 of notice has been given. If you are denied participation by the LOC due to medical reasons you will be given a 85% refund.

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

No, you must create a user profile for each person attending the Games. You can use the same email address for each person in your family.

### **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](mailto: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 1<sup>st</sup> May 2019 will incur cancellation fees – please see the registration policy. Prior to the 1<sup>st</sup> May 2019, you may log back into your registration with your email address and password and choose to cancel your registration.