



JLL Property Triathlon | Re-scheduling FAQs

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1. HOW DO I TRANSFER MY ENTRY FROM FRIDAY 2 JULY TO FRIDAY 20 AUGUST FOR THE 2021 JLL PROPERTY TRIATHLON?

If you are able to take part on the new date, your place will automatically be transferred to the 2021 JLL Property Triathlon on Friday 20 August so we don't need you to take any further action.

After Thursday 13 May, the Property Triathlon team will transfer all your registration details to the new event date. **Early June, you will receive an email confirming that the transfer of your details to Friday 20 August 2021 has successfully been completed.**

2. WHAT DO I NEED TO DO TO TRANSFER MY ENTRY TO A FRIEND OR A COLLEAGUE?

If you are unable to join us on the new date, you can transfer your place to a friend or a colleague. All we ask is that they're employed in, or connected to, the property industry.

You are responsible for transferring your place yourself. You need to do this before 9.00 am Thursday 13 May using your Active account.

Please follow the instructions below:

You will need to have the email address of the person you are transferring your place to before logging in to your account.

1. To access your Active account, click on the link [here](#) or copy and paste it into your browser: <https://passport.active.com/>
2. Once logged in, scroll to find the *JLL Property Triathlon 2021* event and select "Transfer Registration".
3. Input the new participant's email address.
4. Once you select "transfer your entry to another person", they will receive an email straight away with a link to enable them to accept this transfer.

If this email is not received, please ask your friend or colleague to check their email junk folder.

5. The new participant will then need to complete the registration process using the link provided and make the relevant payment. Once this has been completed, the original participant will receive the refund.

3. WHAT DO I DO, IF I'D LIKE TO TRANSFER MY ENTRY TO THE NEW DATE AND CHANGE MY EVENT CATEGORY?

Wait for the email from us during the first week of June confirming that your place has been automatically transferred to the new date of Friday 20 August. Once received, you will need to manually change your event category via your [Active account](#).

Please follow the instructions below:

1. Log onto your Active account [here](#) and follow the instructions to "change category".

Should the new event category you are choosing be more expensive than your original place, you will need to pay the difference plus the processing fee.

We are unable to offer a refund for any decrease in price as a result of changing your event category.

4. WHAT DO I DO IF I AM PART OF A RELAY TEAM AND MY OTHER TEAM MEMBERS CANNOT TAKE PART NEXT YEAR?

Sorry, but we are unable to give part refunds for relay places.

However, you are welcome to keep the place and then change team member names for the new date, free of charge, once you have organised new team members. You are permitted to amend team members' names up until two weeks before the event date.

5. CAN I GET A REFUND?

In these extraordinary circumstances, we are giving you the opportunity to request a full refund (admin fee + suggested charitable donation).

However, if you can't take part, we ask you to reconsider your decision and transfer to a friend or a colleague or to donate your fee to charity.

This will make a huge difference to our charity partner, Crisis, to continue their services and help in their critical work with the homeless who have been hit especially hard by the pandemic.

If somebody else paid for your entry, you still need to take action as each refund will need to be requested by the actual participant using their email and **not** the email of the person who purchased the place. However, the money will still be returned to the card that was used.

To apply for a refund please click on the link [here](#) and follow instructions.

We must receive your refund request no later than 9.00 am on Thursday 13 May 2021.

As this is a manual process, we will endeavour to make your refund to you by 7 June 2021. **Please look out for a remittance from ACT. HUMAN RACE LTD.**

6. I PAID FOR MY REGISTRATION AND THEN CLAIMED IT ON MY COMPANY EXPENSES. CAN THE REFUND BE ISSUED DIRECTLY TO MY COMPANY?

All refunds will be made to the payment card used at registration to purchase your place. We advise you to speak directly with your company to determine the best process for sorting out refund payments.

7. WHAT DO I DO IF MY COMPANY WANTS ME TO CLAIM A REFUND BUT I WOULD STILL LIKE TO MAKE A PERSONAL DONATION TO CRISIS?

That's great, we would love for you to continue fundraising for Crisis to help support our charities during this period of uncertainty and change.

If you wish to make a donation, click [here](#) for Crisis' website, and for other ways in which you can support them.

8. I HAVE PURCHASED REGISTRATION PROTECTION FROM BOOKING PROTECT. HOW DO I CLAIM MY REFUND?

If you purchased Registration Protection from Booking Protect (which is a third-party company) as part of your registration for the JLL Property Triathlon, please direct all claims and queries to them directly using the below links:

1. [The Booking Protect contact form](#)
2. Your refund application via [Booking Protect's online portal](#)

9. WHAT DO I DO IF I HIRED A WETSUIT?

All wetsuit hires are managed by our wetsuit partner Zone3.

If you have any questions, please contact them directly at hires@zone3.com

10. WHAT DO I DO IF I HAVE BOOKED BIKE HIRE?

All bike hires are managed by our partner British Bike Hire.

Please contact them directly at info@britishbikere.com to enquire about the options available to you.

11. WHAT HAPPENS TO ANY EVENT PHOTOS THAT I'VE ORDERED FROM AWOL?

AWOL Adventure is a third-party photography platform. They will be contacting all customers directly, via email, who have purchased a photo bundle to advise on next steps.

If you have any queries in the meantime, please email AWOL Adventure on photos@awoladventure.com or visit their [FAQs page](#).

12. I DON'T HAVE A PLACE THIS YEAR, WHEN WILL YOU RE-OPEN REGISTRATIONS?

Thank you for supporting the JLL Property Triathlon.

Registrations currently continue to remain closed.

Once we know if it is possible to re-open registrations for this year's event, we'll post an update on the [JLL Property Triathlon website](#), so please check back regularly if you're interested.

13. WHAT DO I NEED TO DO IF OUR COMPANY INQUIRED ABOUT A CORPORATE TENT FOR THE 2021 EVENT?

If you and your company were interested in a corporate tent, please be assured we have kept your details on file and will be in touch again as soon as possible.

If you would like to cancel your request or change the size of your tent please, please contact the Property Triathlon team on propertytriathlon@eu.jll.com.

14. WHAT DO I DO IF I AM ON THE COMPETITOR WAITING LIST?

Please be assured that details of all waiting list requests have been kept on file and if we are able to re-open registration, we will contact you in advance of the online registration opening.

15. WHAT IF I HAVE CHANGED COMPANIES OR LEFT THE PROPERTY INDUSTRY SINCE I FIRST REGISTERED OR INTEND TO BETWEEN NOW AND FRIDAY 20 AUGUST? WILL I STILL BE ABLE TO TAKE PART?

1. If you change company **but are still working in or connected to the property industry** you will be able to participate on the new date. You will need to log into your [Active Account](#) to make the relevant update or email the [Property Triathlon team](#) if you have any issues.
2. If you are no longer working in the property industry and would like to take part on the new date, you will still be able to transfer your place to the new date. Please update your company name as above and email propertytriathlon@eu.jll.com to notify us. You will be able to participate but unfortunately you won't be eligible for prizes.

16. I AM INTERESTED TO KNOW WHAT IS HAPPENING WITH THE DONATIONS FROM THIS YEAR'S EVENT

For the past 14 years, our fantastic competitors have helped the JLL Property Triathlon raise over £2million for UK charities.

Crisis has been our charity partner since 2017 and we are keen to ensure that the donations received from this year's triathlon will remain with them. This will help Crisis to continue their services and help in their critical work with the homeless who have been hit especially hard by the pandemic. Find out more [here](#).

Other questions?

Please contact the [Property Triathlon team](#)
or by telephone: 020 8391 3913