



Issue date: Monday 12 July

JLL Property Triathlon | Friday 20 August 2021

FAQs

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SECTION 1 | REGISTRATION / TRANSFERS / CHANGES

1. CAN I STILL REGISTER?

Registration remains closed. However, changes to existing registrations can be made until 9.00 am Friday 30 July via your Active profile - please see below for exact steps to take.

Please note entries are not allowed on the day.

2. I'M REGISTERED BUT CAN NO LONGER MAKE IT, CAN I DEFER / GET A REFUND?

No, all the funds from ticket sales go directly to our charity partner, Crisis.

3. HOW DO I TRANSFER MY ENTRY TO ANOTHER PERSON IN THE PROPERTY INDUSTRY?

All transfers can be made up until 9.00 am Friday 30 July via your Active profile.

Please see the steps below to make a transfer.

1. Log in to your Active profile [here](#) (using the same email address and password that you used to register with)
2. Click the "transfer registration" button. You will then be required to enter the email address of the person you would like to take your place. They will receive an email with a link to complete their details and pay for the place in order to confirm the transfer.
3. The original participant will then be cancelled and receive a refund. **Please ensure the new member checks their junk mail if they cannot locate the email.**

4. HOW DO I MAKE CHANGES TO MY OWN REGISTRATION AS PART OF A TEAM OR AN INDIVIDUAL?

All changes to your registration can be made via your Active profile.

Please see the steps below to make amendments to your registration.

1. Log in to your profile [here](#) (using the same email address and password that you used to register with)
2. To edit your registration details, such as emergency contact, address and other event questions, please select the "Edit registration" button.

5. HOW DO I ADD MEMBERS TO MY RELAY TEAM AFTER I HAVE PURCHASED THE PLACE?

There are two ways you can add team members to your team:

Option 1

1. Either the Team Captain or the Team members themselves can click on the link [here](#)
2. Select the number of people you would like to add to your team under **either** the "Standard Triathlon" **OR** "Fancy Dress Triathlon" (depending on your category) "Add Relay Team Members/Join Existing Team" option and register their details as part of the team.

3. Whoever is registering the team member will be required to search for the team name that they are joining and enter the team password associated with that team.

If you can't remember your team password please email propertytriathlon@eu.jll.com

Option 2

1. The team captain can log into their [Active Account](#) they set up when registering the team and click on the "Team Centre" associated with their team in the JLL Property Triathlon.
2. In the Team Centre click on "Invite Team Members".
3. Add in the email addresses of the members you would like to join the team and select the "Add Relay Team Members/Join Existing Team" from the drop down.
4. Scroll to the bottom and click "send e-mail" (all categories in brackets {} will auto-fill when you send the invite).
5. Your team members will receive the link to register as part of your team

Please ask them to check their junk mail if they haven't received the link

6. HOW DO I CANCEL TEAM MEMBERS FROM MY TEAM?

Please email propertytriathlon@eu.jll.com if you would like to cancel any team members.

7. SOMEONE HAS REGISTERED ME ON MY BEHALF, DO I NEED TO CLAIM MY REGISTRATION?

All participants in the event are required to claim their registration in order to access their profile and sign their waivers.

To claim your registration, please follow the steps given below:

1. Locate your confirmation email – this is sent directly from the booking system, Active. Please search for an email from noreply@awntx3.email.active.com and **check your junk mail if you cannot locate it.**
2. Make note of your registration ID that is given in the confirmation email and then click the "My Events" button.
3. Once on the "My Events" page, copy and paste your Registration ID into the box and click submit.
4. This will then bring up the event on your profile.

8. MY TEAM MEMBERS HAVEN'T SIGNED THEIR WAIVERS, CAN I SIGN THE WAIVERS FOR THEM?

All participants in the event must sign their waivers if they are to be able to take part on the day.

They are able to log into their [Active Accounts](#) in order to access and sign the waivers.

Team Captains are not able to sign waivers on behalf of their team members. If team members have been registered by someone else, they will need to 'claim their registration' before they are able to sign their waivers. **Please see above for details on how to do this.**

9. CAN I CHANGE MY WAVE TIME?

Once the wave times have been announced on the JLL Property Triathlon website you will be able to make changes until 9.00 am Friday 30 July by emailing propertytriathlon@eu.jll.com.

You can change your wave time, subject to space, but if you do then you won't be eligible for prizes.

Please also note changes are not allowed on the day.

SECTION 2 | CORPORATE TENTS

10. CAN WE HIRE A CORPORATE TENT?

Unfortunately, all tents have now been allocated.

11. CAN I BRING MY OWN TENT OR GAZEBO?

Unfortunately, due to limited space we do not allow tents or gazebos to be brought onto the site.

SECTION 3 | EQUIPMENT HIRE AND PHOTOGRAPHY

12. WET SUITS

Zone3 in partnership with **MyWetsuitHire** can provide a variety of wetsuits to hire for the event. **Click here to hire.**

Please ensure you place your orders by Monday 16 August.

Are wet suits compulsory?

Wet suits are optional if the water temperature is between 14-20C. If the water temperature is below 14C, wet suits are compulsory, if they are above 20C they are banned.

We will notify you on the morning of the event if any of this needs to be enforced. Please come prepared for both eventualities if this is looking uncertain.

13. BIKE HIRE

Bike hire is available from our bike partner, British Bike Hire by following the link [here](#).

Please place your orders by Thursday 5 August.

Bikes can be collected and returned on the day at the British Bike Hire tent next to the registration tent. Any questions or problems please email info@britishbikehire.co.uk

14. CUSTOMISED TRI KIT

This year Godfrey Sports is our dedicated clothing supplier and can supply participating companies with their customised kit requirements for the big day. All items include free artwork and design with no minimum order quantities.

Please put your order in as soon as possible - [click here for further info](#).

15. OFFICIAL PHOTOGRAPHY PARTNER - AWOL

Our photography partner AWOL will be there during the day taking snaps of all the participants. You are able to **pre-order your photo bundle for £15 up until Thursday 19 August**, or £30 after the event [here](#).

SECTION 4 | EVENT LOCATION AND DIRECTIONS TO SITE

16. HOW DO I GET TO DORNEY LAKE?

By Road

- Exit at Junction 7 follow slip road to roundabout
- Turn left onto A4 towards Maidenhead
- After traffic lights turn left at roundabout onto B3026, signposted for Dorney and Eton
- On sharp left-hand bend, turn right, signposted Dorney Reach
- After 400m enter Dorney Lake, Eton College Rowing Centre through large white double gates
- Follow perimeter road to left of lake and following sign posts to the car park

By Train

- Main stations for Dorney Lake are Slough and Windsor & Eton Riverside.
- It is also near Burnham, Taplow and Maidenhead stations.

Car Parking

- Car parking will be clearly signposted.
- The swim car park is next to the swim registration at the far end of the lake closest to the entrance to Dorney
- The main car park is half-way down the side of the lake in a large grass area

SECTION 5 | QUESTIONS / ORGANISER CONTACT DETAILS

I HAVE A QUESTION / FEEDBACK / WANT TO GET IN TOUCH WITH THE ORGANISERS. HOW DO I DO THAT?

Please contact the JLL Property Triathlon Team by email propertytriathlon@eu.jll.com or give us a ring on 0208 391 3913.

The complete event guide will be available nearer the time which will provide information on wave times, event day timings and other key information for the day.

