



## Team Manager Guide for Deferred Teams

Please note: This information is relating directly to teams. For general FAQ's regarding the 2016 Gold Coast Airport Marathon, please see <http://www.goldcoastmarathon.com.au>.

### Registration

- Team members will **not** receive a Confirmation Certificate when they first enter, only when the team has been paid for.
- If team members wish to confirm they have successfully registered, you can log in to your team manager section via the instructions below and check the Unpaid Entrants list.

### Registration Fees and Race Program

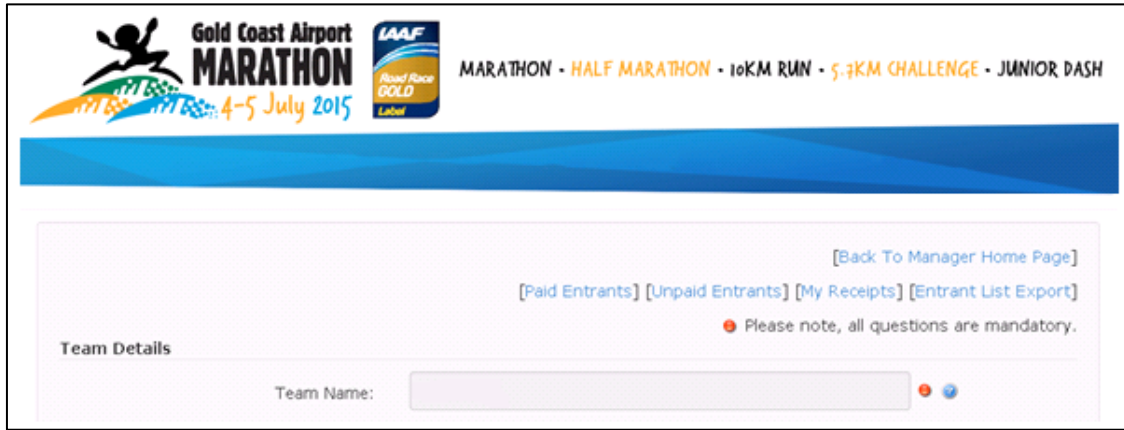
Team Entry Fees (with the 10% discount) are as follows:

Event	Race Day	Entry Fee (AUS/NZ)
Gold Coast Airport Marathon	Sunday 3 July	\$121.50
ASICS Half Marathon	Sunday 3 July	\$89.10
Southern Cross University 10km Run	Saturday 2 July	\$54.00
Suncorp Bank 5.7km Challenge	Saturday 2 July	\$40.50
Junior Dash (4km & 2km)	Saturday 2 July	\$22.50

Please note: No discount will be displayed when team members enter, discount will be calculated when team payment is made.

### Team Manager Log In

Use your unique email address and password to log in to the personal team manager page. The link is <http://entergoldcoastmarathon.com.au/teammanager/>. From here, you can see who has joined your team, download details into Excel and will be where you eventually make payment for your team.



**Paid Entrants** – These entrants have been paid for. Anyone who has been manually added to your team will appear here. Once payment had been made for the team, everyone will appear here.

**Unpaid Entrants** – These are the entrants who have joined your team and are waiting to be paid for.

**My Receipts** – Once payment has been made, a PDF receipt will be available here.

**Entrant List Export** – You can download your team member list into Excel. Here you can view:

- Entrant name
- Email address
- Phone contact details
- Race entered and entry fee (not including 10% entry fee discount)
- Additional items – iTaB, Cancer Council donations, Garmin Legends Lunch tickets
- Total cost of registration (not including 10% entry fee discount)

### **Adding People to the Team**

If someone has registered for the event as an individual, they can be manually added to your team. To add someone to your team, please email their full name, event entered and DOB to [teams@goldcoastmarathon.com.au](mailto:teams@goldcoastmarathon.com.au).

*Please note:*

- You will not be paying for this person in the final payment (as they have already paid)
- They will not receive the 10% team discount
- Once they are added, they will appear in your Paid Entrants list
- They will count towards your total team numbers and kilometres travelled

### **Altering Participants Details**

If a team member has spelt their name incorrectly, put incorrect info regarding date of birth, t-shirt size or any other incorrect details, there are two options to fix this. Prior to team payment, these changes cannot be altered like other participants, as team members are in suspense until payment has been received.

- 1) Log in to your team manager page and delete the persons registration (*see delete a team member*), then tell them to enter again with the correct information.

OR

- 2) Once team payment has been made, yourself or your team member can complete the [Entry Information Change Form](#) on our website and the administration department will complete the request. This must be done prior to 5pm, Friday 17 June 2016.

### Entering in two events

If you have team members wishing to enter 2 events (i.e. the 5.7km Challenge and the Half Marathon), they need to add their middle initial to their second entry i.e. John Smith for 1st entry, John E Smith for 2nd entry. The system does not accept the same first name, last name and date of birth to be registered twice.

### Race Changes

The process for race changes is different depending on if team payment has been made or not.

#### Payment not made:

The easiest way to change someone's race is for you to delete the registration in your team manager login (see *delete a team member*) and then get the person to register again as they did originally, but into the new desired event.

#### Payment has been made:

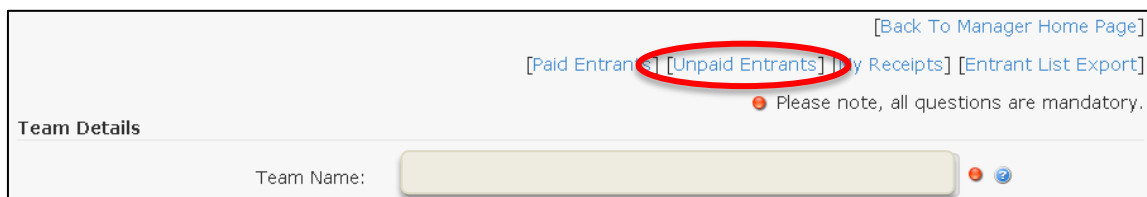
Yourself or the team member can complete the [Race Change Form](#) on our website and the administration department will complete the request. This must be done prior to 5pm, Friday 17 June 2016. When downgrading a race distance, you will not receive a refund of the difference between entry fees. When upgrading your race, you will be required to pay the difference in entry fees with Credit Card (MasterCard/Visa only) over the phone.

### Entry Transfers

If you have submitted payment for your team and someone can no longer participate, you have the option to transfer their registration to a new person. Yourself or the team member can complete the [Race Transfer Form](#) on our website and the administration department will complete the request. This must be done prior to 5pm, Friday 17 June 2016.

### Delete a Team Member

If you need to delete someone from your team prior to making payment, because they registered into it twice, need to change their details or you are having trouble collecting their money, you can do so from your team manager login. Use the 'Unpaid Entrants' link to view a list of all team members.



The screenshot shows the 'Team Manager Home Page' with a navigation bar containing links: '[Paid Entrants]', '[Unpaid Entrants]', '[My Receipts]', and '[Entrant List Export]'. The '[Unpaid Entrants]' link is circled in red. Below the navigation bar, there is a section titled 'Team Details' with a 'Team Name:' label and a text input field. A note at the bottom right of the section states: 'Please note, all questions are mandatory.'

Use the 'Delete' link beside the team member to remove them from the team.

Pending Team Members (Entry Fee Not Yet Received)				
First Name	Last Name	Email	Acceptance Date	Delete
Lisa	Broidy	l.broidy@griffith.edu.au		Delete
Mark	Taylor	m.taylor@griffith.edu.au		Delete

Please note, once you have deleted someone it is permanent and cannot be reversed.

## Closure of Team Entries

Team entries strictly close on Thursday 28 April 2016. From midnight, all team codes will be disabled and no one will be able to join your team. If you wish to close your team earlier, please contact [teams@goldcoastmarathon.com.au](mailto:teams@goldcoastmarathon.com.au) to disable your team code.

## Team Payment

Payment instructions will be provided closer to the closure of team entries. With team entries closing on Thursday 28 April, team payment needs to be received by Monday 2 May 2016. This includes cheques or money orders being received into our office. **DO NOT** pay for any of your team members before you receive payment instructions. The payment instructions will include the discount code to receive the 10% discount (with a team of over 20). If these instructions are not followed, **NO REFUND** will be given for the discount amount.

Payment methods available are Credit/Debit Card (MasterCard/Visa only), cheque or money order. Direct deposit is not accepted.

*Please note:* A 1.5% surcharge fee applies to all payments via Credit/Debit Card (MasterCard/Visa).

## Don't reach 20 team members?

If you don't get 20 people register in your team, you can still pay for your team members in one transaction, however the promotional code for the 10% discount will be invalid. You will not be registered as an official team and will not be entitled to group kit collection, however all participants will be registered at the early bird price. If payment is not received, the team and all members will be deleted and participants will have to register again individually at the full price (Standard Fee). Payment instructions will be provided closer to the closure of team entries.

## Collection of Race Kits

### Individual Collection

If you have selected individual collection, please remind your team members that they will need to collect their race number from the Check In Centre. All race numbers need to be collected prior to race day.

#### Brisbane

*(only Race Numbers elected to be picked up at the Brisbane Check In Centre will be able to be collected)*

Venue TBA

Saturday 25 June 2016 (10am - 4pm)

### Gold Coast

Gold Coast Convention & Exhibition Centre, Broadbeach

Thursday 30 June 2016 (4pm - 8pm)

Friday 1 July 2016 (10am - 8pm) – *Final collection for Saturday races, all entries close and final day for race changes and transfers*

Saturday 2 July 2016 (9am - 5pm) – *No entries or changes accepted*

### Group Collection

If you have elected group collection, you will be contacted after team entries close to organise a collection appointment time. Appointments will be during the Check In Centre hours above. Remember, if you have team members competing in Saturday events, collection will need to be on Friday 1 July, at the latest.

#### *Please note:*

- Team members will still be asked during the registration process to select where they are collecting their race kit. It doesn't matter what they select here as it will be overridden with group collection.
- Remember to remind your team members that you will be collecting their kits on their behalf and that they do **not** need to go to the Check In Centre. If a team member comes to the Check In Centre, they will **not** be able to individually collect their race number.
- For those with team members wanting to push a pram in the 5.7km Challenge or accompany a child in the 2km Junior Dash (not available in the 4km Junior Dash) you will be provided with the relevant forms after team entries close for you to get completed and bring with you to the Check In Centre.

### **Tent Packages and BYO Tents**

Information on tent packages will be available in early 2016. You are able to purchase a tent package or utilise the BYO tent area (free of charge).

The BYO area is on a first in, first served basis and no bookings are taken. The BYO area will not be serviced and no barbecues, power or furniture are able to be hired. There are strictly no BYO barbecues in this area.

Information and booking details for tent packages will be available on our website [here](#) once the race precinct has been finalised.