

REGISTRATION SYSTEM BRIEF

Below includes some important information relating to the registration system for the 2023 World Transplant Games to be held in Perth, Australia between 15 – 21 April 2023. Please read these notes carefully prior to registration.

Remember – Early Bird registration closes on 15 October 2022.

Normal registration fees apply from 16 October until 17 February 2023.

Registration closes on 17 February 2023.

Start of Registration

Go to the World Transplant Games website www.worldtransplantgames.org

Select the *Click Here To Register* yellow button.

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.

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.

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".

TRAVEL

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

- Arrival Date in the Australia – this is the date you plan on arriving in Australia. If you are arriving early to holiday, please insert that date here along with flight details.
- Departure Date from Australia – 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 Perth and check into your Games Accommodation.
- Departure Date from the Games – as above, this is the date you will be checking out of Games Accommodation.

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 15th February 2023.

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 (Team manager add 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 15th October 2022. 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 2023 prior to deadline dates. Please note applications are not submitted to WTG 2023 until the Team Manager clicks the “**Submit Applications**” button.

Frequently Asked Questions - Registration

1. Can I edit or change my registration?

The GMS code 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 GMS code 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.

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. (Check your spam/Junk folder)

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?

All country teams must be active members of the World Transplant Games Federation. Your registration is not confirmed until it is approved by your Team Manager. Check with your Country Team Manager <http://wtgf.org/member-countries/> about local eligibility and selection guidelines. If your country is not listed in the dropdown please select 'Other' or contact the WTGF at wtgf@wtgf.org

11. Can I cancel my registration?

Yes, you may cancel your registration. However please note there may be cancellation fees charged. Prior to the 4 February 2023, you may log back into your registration with your email address and password and choose to cancel your registration.

The following cancellation policy applies to the refund of registration fees for the 2023 World Transplant Games:

1. Cancellations made on or before 4 February 2023 (10 weeks prior) will receive a 100% refund (less bank charges).
2. Cancellations made between 5 February 2023 and up to and including 4 March 2023 (6 weeks prior) will receive a 70% refund.
3. Cancellations made on or after 5 March 2023 (6 weeks prior) will not receive any refund.

Please note if the Medical LOC does not approve your medical certificates and denies you participation in the Games, you will be granted a 100% refund so long as you have met the deadline date for submission. Should you be forced to cancel your own attendance at the games for medical or personal reasons, the normal cancellation policies will apply. It is essential that you take your own travel insurance to assist with cancellation charges.

The above policy and the dates are based on a Games which commences on 15th April 2023.