

Frequently Asked Questions

This list is for questions that relate to all events that CTA manages. For specific event questions, maps of the courses, times for packet pickup & bike racking, and directions to a race, please refer to the event webpage and read the key race details. Swim waves are posted about a week prior to the event. The website is updated often with critical event information, so your questions will most likely be answered on the event webpage.

For information or guidance on USAT rules and regulations (*what you can and cannot wear/do/say/show/etc.*) that apply to all CTA events, please refer to:

http://assets.teamusa.org/assets/documents/attached_file/filename/9319/2009_USAT_Competitive_Rules.pdf

GENERAL QUESTIONS:

If I'm not able to personally pick up my packet, can someone else do it for me?

No. Per USAT rules, each participant **MUST** pick up their own packet. **NO EXCEPTIONS !!**

Can someone else rack my bike for me?

Yes, as long as they are doing the race. This is due to the security bracelet that will be checked on everyone who enters transition during bike racking.

I am not able to compete in a race that I registered for. What are my options?

There is a refund policy for each event that you agreed to when you completed the registration process. Check the specific event details page for the deadline and refund policy. There are absolutely **NO** transfers, rollovers or deferrals of entries. If you would like a refund within the refund deadline, please email info@tricolumbia.org or events@tricolumbia.org. Please adhere to the refund deadlines, **we cannot honor any refund requests after the deadline has passed.**

If you registered as a community slot, there are **NO REFUNDS**. This money is allocated to charity.

I missed the refund deadline, can I defer my entry to next year?

NO. The refund policy is clearly stated on each event's webpage and on the waiver that you checked when you registered.

I'm registered for the race, but will **NOT be able to compete. Can I still pick up my packet, or have someone else pick it up?**

Yes.

If you pick it up, you will still need to show photo ID. You will not receive your race numbers or timing chip, but can pick up the goody bag and T-shirt.

If you would like someone else to pick up your packet, they must have a copy of your photo ID with a **signed** note that says, "I _____ will not be competing and am authorizing _____ to pick up my race goody bag."

Are there portable restrooms on the course?

Yes --

TriColumbia Howard Life Festival - There are portable restrooms at all run aid stations

Columbia Triathlon - There are portable restrooms at the bike aid station (you'll pass it both outgoing and inbound) and public restrooms along the run course, at the back of the park near the ball fields.

Eagleman Ironman 70.3 - All on course aid stations for the bike and run have portable restrooms.

Iron Girl Columbia - There is a portable restroom at the bike turnaround only and public restrooms along the running path course, at the back of the park near the ball fields.

ChesapeakeMan Ultra Triathlon - All on course aid stations for the bike and the run have portable restrooms.

There are also portable restrooms at the entrance and exit to the transition areas of **ALL** races.

What is a timing chip and where do I wear it?

The timing chip is worn on either ankle (we recommend the left ankle to keep away from your chain). After the race, volunteers at the finish line will collect the chip from you.

I accidentally forgot to turn in my timing chip. What do I do?

Mail the timing chip in a padded envelope to:

Sommer Sports, Inc.

PO Box 121236

Clermont, FL 34712

If you do not return the chip, you will be invoiced by the timing company and will be unable to compete in any further CTA events until the issue is resolved.

Will I receive updates about the event?

All event information is always posted on the webpage. Updates are made as they become available. As the event date draws closer, there will be emails sent to all registered participants. Be sure that you keep your email address current in the CTA database. To check your personal registration information, go to www.tricolombia.org and click "login" in the upper right hand corner. Login with your user name and password that you set up during registration and then click on "my profile" and then "personal details".

Can you explain the relay process?

Packet Pick-up – all relay members must pick-up their own **portion** of the race packet. i.e. swimmer picks up the swim cap and timing chip, cyclist picks up the bike number, and runner picks up the run number. Each relay member gets their own goody bag and T-shirt. Per USAT rules, each participant **MUST** pick up their own packet. **NO EXCEPTIONS !!** All relay members **MUST** be body marked on race morning (yes – you must get there prior to the start of the event, even if you are the runner ☺).

There will be a specific area in transition that is just for relays (this is where the cyclist racked their bike). You will meet your relay member at the bike rack. The swimmer transfers the timing chip to the cyclist who can then take their bike off the rack (their helmet should already be fastened). The cyclist must return their bike to the rack prior to transferring the timing chip to the runner.

I have an individual entry but would like to switch to a relay, is this possible?

Up to one month prior to the event, you may switch from an individual entry to a relay. You **MUST** be the team captain and participate on the team (meaning that you cannot give your entry to other people who want to do a relay). There is a \$25 admin fee for the change plus the fee difference from an individual entry to a relay entry (it depends upon how many people are USAT members).

I am entered as an individual, but would like to do the Aqua Velo instead, is this possible? (Applicable for Eagleman and ChesapeakeMan only).

Up to one month prior to the event, you may switch to the Aqua Velo division. There is no refund for the fee difference.

I am entered on a relay team, but need to change a member of my team.

Up to one month prior to the event, this is possible. There is a \$25 admin fee for each change. Please email events@tricolombia.org the following information: Your name, Which leg of the relay you will perform, your team name, your team members names, email addresses, birthdates, t-shirt sizes, USAT # and expiration date (if applicable), medical concerns (if applicable) and which leg of the relay they will perform. Once payment is received, your changes will be made.

I was not able to attend the awards ceremony. How do I collect my award?

For two weeks after the event, your award is available to be mailed to you. We must first receive a check made out to CTA for \$10 and mailed to: 9005-A Red Branch Road, Columbia, MD. 21045.

I lost something at an event. How do I get it back?

First check with race officials at the event. If you left the race site, contact info@tricolumbia.org to see if the item was turned in. We keep lost and found for two weeks after the event and then donate to a charity. If the item is large, shipping charges may apply.

SWIM QUESTIONS:

Am I allowed to wear a wetsuit?

Professional Triathletes – Swim distances less than 3000m – 68 degrees or less. Swim distances greater than 3000m – 71.6 degrees. **This is NEW as of 2009 per the AAC.**

Amateur Triathletes – You may wear a wetsuit up to and including a water temperature of 78 degrees Fahrenheit. When the water temperature is greater than 78 degrees, but less than 84 degrees Fahrenheit, age group participants may wear a wetsuit at their own discretion, provided however that participants who wear a wet suit within this temperature range shall not be eligible for prizes or awards. Age group participants shall not wear wet suits in water temperatures equal to or greater than 84 degrees Fahrenheit.

Am I allowed to use flotation devices?

No flotation devices, snorkels or swim aids are allowed. Gloves are not allowed. Swim socks are allowed for warmth, but not if they are for flotation purposes. Please refer to the USAT website if there are any questions.

Can I swim in a different wave? I have a friend in another wave, can I swim with them?

NO. Swim waves are based upon age group and gender. Each wave will have a unique swim cap color that you will be given at packet pickup. You must wear this swim cap and start in the assigned wave, or you will be disqualified.

BIKE QUESTIONS:

How will I know where to rack my bike?

All CTA races have bike racks that are individually numbered to match each participant's individual race number. Therefore, if your race number is 974, you will have a specific place with a label that says 974. All CTA events have mandatory bike racking the day prior to the event. Check the event details for the times.

RUN QUESTIONS:

Can I wear an IPOD on the run?

No, it is against USAT regulations to wear headphones, IPODS or anything that inhibits your ability to hear during any part of the triathlon. You will be disqualified.

If you are looking for answers to basic triathlon questions, feel free to go to the Iron Girl Columbia event page, and click on "Ask the Tri-Girl" on the right hand side.

If you have a general event question, that has not been answered here or on the key race details section of the specific race, please contact BeaMarie@tricolumbia.org