



## Frequently Asked Questions

This list is for questions that relate to all TriColumbia events. 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 under key race information. The website is updated often with critical event information, and registrants will be emailed with pre-race information as necessary, so please keep your email address updated in the TriColumbia database.

To check your personal registration information, go to [www.tricolumbia.org](http://www.tricolumbia.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” to verify your email address.

For information or guidance on USAT rules and regulations that apply to CTA events, please refer to the USAT links on our website or visit <http://www.usatriathlon.org/resources/about-events/rules>

### **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 his own packet. THERE ARE NO EXCEPTIONS !!

***Can someone else rack my bike for me?***

Yes, as long as he/she is also a participant in the race. To enter the Transition Area, you MUST be wearing the security bracelet received at Packet Pick-up.

***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 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, click on the refund link under key race information on the event webpage. Please adhere to the refund deadlines, we cannot honor any refund requests after the deadline has passed. If you registered as a CTA 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 affirmed 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 of authorization that says, "I (insert athlete name) will not be competing and am authorizing (insert name) to pick up my race goody bag."

***Are there portable restrooms on the course?***

Yes, please refer to Athlete's Guides under Key Race Information tab on the event webpage for locations.

***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?***

For all events **except** Ironman 70.3 EagleMan:

1. Make sure the chip is wrapped in bubble wrap before placing in an envelope, or place the chip in a padded envelope. (An unwrapped chip will most likely be lost or damaged in post office machinery)
2. Enclose a note including your name, race number, and the event your chip came from.
3. Apply sufficient postage (usually a minimum of \$1.34) and mail to:

Sommer Sports  
1271 Commons Court  
Clermont, FL 34711

If you do not return the chip, you will be invoiced a \$35.00 replacement cost by the timing company, and will be unable to compete in any further CTA events until the issue is resolved.

Ironman 70.3 EagleMan timing chips should be returned in a similar manner to:

CTA  
9130-G Red Branch Road  
Columbia, MD. 21045

***Will I receive updates about the event?***

Event information is 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 TriColumbia database. To check your personal registration information, go to [www.tricolumbia.org](http://www.tricolumbia.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” to be sure we have your current email address.

***Can you explain the relay process?***

Packet Pick-up – all relay members must pick-up their own portion of the race packet; 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 receives his/her own goody bag and T-shirt. Per USAT rules, each participant MUST pick up his/her 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’s bike is racked.) You will meet your relay member at the bike rack. The swimmer transfers the timing chip to the cyclist who can then take his/her bike off the rack (helmet should already be fastened). The cyclist must return his/her 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 administrative fee for the change plus the fee difference from an individual entry to a relay entry. Please submit the following to [events@tricolombia.org](mailto:events@tricolombia.org): your name, which leg of the relay you will perform, your team name, your team member’s names, leg assignments, email addresses, birth dates, t-shirt sizes, USAT # and expiration date (if applicable), and medical concerns (if applicable.) Send payment to CTA, 9130-G Red Branch Road, Columbia, MD 21045. Once payment is received, your changes will be made.

***I am entered as a triathlon participant, but would like to do the AquaVelo instead, is this possible? (Applicable for EagleMan and ChesapeakeMan only)***

Up to one month prior to the event, you may switch to the AquaVelo division. There is no refund for the fee difference. Email [events@tricolombia.org](mailto:events@tricolombia.org) with your request.

***I am entered on a relay team, but need to change a member of my team. How do I do this?***

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](mailto:events@tricolombia.org) the following information: Your name, which leg of the relay you will perform, your team name, your team member’s names, email addresses, birth dates, 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?***

Please send a check made out to CTA for \$10 to: 9130-G Red Branch Road, Columbia, MD. 21045. Awards cannot be mailed until a check is received. Allow up to 4 weeks to receive the award. Requests for awards received after November 1, of the year in which the race took place will not be fulfilled.

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

First check with race staff at the TriColumbia tent at the event. If you left the race site, contact [info@tricolumbia.org](mailto: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** – The AAC has set the wetsuit maximum temperature for elite/pros at 68 degrees for swim distances less than 3000 meters and 71.6 degrees for distances of 3000 meters or greater.

**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 wetsuit within this temperature range shall not be eligible for prizes or awards. Age group participants shall not wear wetsuits in water temperatures equal to or greater than 84 degrees Fahrenheit.

**Note:** Regarding the use of wetsuits by amateurs in water 78 - 84°F; if the weather conditions are such that the use of a wetsuit would constitute a medical danger (hyperthermia), the Race Director, after consultation with the medical team, may still prohibit their use.

**Note:** Regarding Ironman 70.3 EagleMan Triathlon, the new WTC wetsuit temperature rule is in effect; no wetsuits allowed above 76.1°F. Those wearing wetsuits above 76.1 will not be eligible for awards or Ironman Championship slots.

***Am I allowed to use flotation devices?***

No flotation devices 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 him/her?***

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 TriColumbia races have bike racks that are 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 Athlete's Guide for the times. Also, be sure to read the section carefully about transition protocol for proper bike racking procedure.

## **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 have a general event question, that has not been answered here or on the key race details section of the specific race, please contact [info@tricolumbia.org](mailto:info@tricolumbia.org)