



Swim Bike Run

Participant FAQ's

Overall Programme

- **How much is the cost of each activity?**

Swim Bike Run Develop: One-off session = £7.50 (Kids 6+), £15 (Adults 18+)

Swim Bike Run Develop: Six-week block = £30 (Kids 6+), £60 (Adults 18+)

Swim Bike Run Explore: From £0 up to £7.50 per person, Adults only (15+)

Swim Bike Run Local: £5 per person, Kids (6+), Adults (15+) and Families (up to 2 x Adults + 4 x Kids)

Swim Bike Run Mini: Kids (6+) = £10, Adults (15+) = £20 and Families (up to 2 x Adults + 4 x Kids) = £30

- **Are refunds available if I withdraw or cancel my place?**

The refund policy for participant withdrawal is:

- If the participant withdraws from the session or event up to 48 hours before the session or event start time the participant will receive a 50% refund.
- If the participant withdraws from the session or event within 48 hours of the session or event start time, the participant will not receive a refund.

Please see the [Swim Bike Run Terms and Conditions](#) for further information.

- **If the Deliverer cancels the Swim Bike Run activity, will I receive a refund?**

The Deliverer may cancel any Swim Bike Run activity if circumstances arise beyond their reasonable control. In such circumstances they will endeavour to communicate to you in advance. In the event of a cancellation the Swim Bike Run team will administer a full refund to the participant within 5 working days of the original Swim Bike Run session or event.

- **Who will be leading the Swim Bike Run activity and how can I contact them?**

The name and contact details of the Deliverer can be found on the Swim Bike Run Activity page, which can be found when you click on the More Info button from the search results.

- **Is Swim Bike Run for complete beginners?**

Swim Bike Run is targeted at a very broad audience, there are many activities that are suitable for a complete beginner, however, there are also many activities for those wanting to continue their Swim Bike Run journey and build the confidence further. If in doubt, contact the Deliverer prior to booking.

- **I have a disability/health condition, how can I let my Deliverer know about this?**

Firstly, you should state this when signing up for and booking on to the Swim Bike Run activity. If you haven't done this, you should contact the Deliverer prior to your Swim Bike Run activity to inform them, so they can make any reasonable adjustments and you should also make yourself known to them, when registering on the day of your activity.

- **I require additional support and have a carer/key worker, are they able to support me in participating and do they have to pay?**

We want all Swim Bike Run participants to feel welcome and supported. Carers and Key Workers are welcome to support participants and are not required to pay – please just ensure that the Swim

Bike Run Deliver is aware of any additional support required or any Carer's/Key Workers that will be supporting prior to the activity taking place and also introduce them when registering on the day of the activity.

- **Can I bring someone along with me just to watch? Can I bring my child along and they sit on the side?**

Yes, you can bring a friend or family member to watch you. Please be aware that some facilities and activities may not be able to offer a viewing area. If you are in any doubt, please contact your activity deliverer. Any children who are spectating, must be supervised by a responsible adult who is not participating.

- **What do I need to bring to the activity?**

Please ensure you bring the relevant equipment for the activity you have signed up for. If you have signed up for anything involving a pool-based swim, please ensure you bring a swimming costume, towel, and goggles - if you have them. If you have signed up for anything involving an open water swim, you need the above and a wetsuit (however some Deliverer's may be able to provide these for you). If you have signed up for anything involving a bike, please bring a bike that is in roadworthy condition and a helmet. If you have signed up for anything involving a run, please ensure you are in comfortable clothing and you are wearing trainers. You may also wish to bring a drinks bottle. Further details may be included on the specific opportunity page, and if you are in any doubt, please contact your activity deliverer.

- **Can I use arm bands or floatation devices for Swim Bike Run activities that include a swim element?**

Yes, so long as the venue permits. Please contact your Deliverer in advance to confirm whether or not this is allowed, and also notify them when you register on the day of your activity if you wish to do this.

- **The activity I have signed up to involves cycling, but I don't have a bike. Can I still join the session?**

Please contact the Deliverer of your activity to ask if they have any bikes available for hire before the activity. If they don't, unfortunately, you won't be able to join the activity if it involves cycling.

- **The activity I have signed up to involves cycling, but I only have a Mountain Bike. Can I still join the session?**

Yes, Mountain Bikes are acceptable, as long as they are in roadworthy condition. Electric Bikes without the batteries in place (where possible) are also permitted, but any assistance is not.

- **What if I have problems with my bike whilst at the activity/event?**

Don't panic, ensure you have come to a controlled stop, and inform your Swim Bike Run activity deliverer or one of the volunteers and they will support you.

- **Can I walk instead of run?**

Absolutely, walking is allowed in all the Swim Bike Run activities, we want everyone to participate within their own abilities and limits.

- **Will there be changing facilities available at the venue?**

Some venues will have changing facilities, you can find this out by looking at the Session or Event Features in the Swim Bike Run detail page on the website for the activity you have booked onto.

- **Is there a café at the venue?**

Some venues will have a café or catering facilities, you can find this out by looking at the Session or Event Features in the Swim Bike Run detail page on the website for the activity you have booked onto.

- **How early should I arrive to the activity?**

Please aim to arrive 15 minutes prior to the activity start time, unless the Swim Bike Run Deliverer has emailed to ask participants to arrive earlier.

- **What if I need to take a break during the activity? Or what if I can't complete the set distance?**

We want everyone to exercise within their own abilities and limits. If you need to take a break for any reason at all, that's absolutely fine. Please just inform your Swim Bike Run activity deliverer. If you aren't able to complete the set distance, of course, this is absolutely fine, we want everyone to have an enjoyable experience and to build confidence whilst having fun.

- **Do I receive any goodies after a Local or Mini event?**

Some Deliverers may choose to provide rewards for participation, this is down to each activity deliverer to decide on, however, you shouldn't expect a reward.

- **I wish to make a complaint to British Triathlon; how do I do this?**

You can find British Triathlon's Customer Charter and Complaints Policy online, fully detailing the process to submit a complaint.

- **What should I do if I, or somebody that I am with, is involved in an incident at the session/event?**

All Swim Bike Run opportunities should be delivered in line with British Triathlon guidance, with the expected levels of medical cover in place. If the incident is an emergency then in the first instance contact emergency services, and in all other scenarios please make the session/event staff aware immediately.

Develop

- **I cannot make one of the sessions as part of a six-week block, what should I do?**

Please continue to sign up and pay for the Swim Bike Run Develop block. Please just inform your coach regarding the week you cannot make or let them know at one of the sessions prior to the date you cannot make. Refunds are not available when participants can't make one or more of the weeks of a 6-week block.

- **How many people will be in each session?**

This depends on how many participants book on. There are maximum group sizes though, to ensure the session is delivered safely and everyone has enough space.

Explore

- **How many people will be in each session?**

This depends on how many participants book on. There are maximum group sizes though, to ensure the session is delivered safely and everyone has enough space.

- **What if I am too slow for the Explore group?**

We want all Swim Bike Run activity to be inclusive and welcoming and for all participants to exercise within their own abilities and limits. The Swim Bike Run Explore Leader will have planned how to adapt the session to meet the ability and confidence level of all participants.

Local

- **If the activity includes a bike element, are stabilizers allowed on the bike?**

This should be okay, but please check with the Deliverer to ensure that they feel it will be suitable for the specific opportunity.

- **What is the minimum age for family waves?**

All Swim Bike Run Local opportunities are to be delivered to one or more of the following groups:

- Adults (15+)
- Kids (6+)
- Families (6+)

All ages are taken on the day of the event taking place. If the Deliverer wants to offer a family or kids opportunity for children older than the minimum age, they can do this. i.e. offer a Swim Bike Run Local Kids event from the age of 9.

- **For a Family wave, how many children can participate with one adult?**

The ratio for adult to children participation in a Family wave, is that for every 2 children there must be at least 1 adult participating. The adult must be age 18 and over, and the family group remain together with all children always remaining in line of sight to the adult.

In Family waves, the following ratios are allowed:

1 Adult : 1 Child

1 Adults : 2 Children

2 Adults : 1 Child

2 Adults : 2 Children

2 Adults : 3 Children

2 Adults : 4 Children

- **How do I add my children when booking a Family wave?**

When booking and paying for a Family wave you must provide the details of everyone who is going to participate in your Family group. Once you have booked and provided the lead adult details, you will be asked to "Add Family Member" in your basket. You need to add all family members who are

going to participate. When you have completed this, the “Pay Now” button will appear, and you can proceed to payment.

- **When booking a Family wave, why isn't the “Pay Now” button appearing?**

The button may not be appearing because you need to ensure you have added all your family group that is planning to participate in the Family wave, and you need to ensure that you have entered the right number of adults:children to meet one of the family entry ratios listed above. Once you have the correct number of adults:children entered, the “Pay Now” button will appear.

- **When entering the Family wave, when I remove the Lead Adult, it exited my entry and took me to the Swim Bike Run search page. Why did this happen?**

You need to always include a lead adult booking when booking onto a Family Wave. If you remove the Lead Adult booking, you will need to start booking your Swim Bike Run activity from the beginning.

- **When entering the Family wave, when adding Family members, it asks “Has the Family member got an account with British Triathlon” - what is this, and if I select yes, what will happen?**

We want to ensure that we don't create duplicate accounts in our database. Therefore, we ask if your family member already has an account, to understand if we already have them in the database. If you select “Yes”, you will be asked to insert their British Triathlon membership number.

- **If I am entering my child into a Kids wave, whose name should I set the account up in?**

You should set up the account and provide the entry information for the child who is participating. By using the same email address and password as an adult's account, the system shall link the accounts together if you wish. Please ensure you use the participating child's name, gender, D.O.B and any medical details that they have.

Mini

- **How much flexibility is there in the distances?**

British Triathlon accepts that the organiser may deliver the event within 10% of the advertised distances.

- **What is the minimum age for family waves?**

All Swim Bike Run Mini events are to be delivered to one or more of the following groups:

Competitive Swim Bike Run Mini events:

- Adults (15+)

Recreational Swim Bike Run Mini events:

- Adults (15+)
- Kids (6+)
- Families (6+)

All ages are taken on the day of the event taking place. If the Deliverer wants to offer a family or kids opportunity for children older than the minimum age, they can do this. i.e. offer a Swim Bike Run Local Kids event from the age of 9.

- **For a Family wave, how many children can participate with one adult?**

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