

To transfer your place to someone else on the waiting list

1. You have an upcoming booking in your profile you wish to transfer to someone on the waiting list (check the race has a waiting list) Login to your profile and navigate to your bookings.

BOOKINGS ORDERS GIFT CARDS DONATIONS LOYALTY SCHEME POINTS DISCOUNT CODES RESULTS

Filter

Status

Pending/Complete

FILTER

My Upcoming Bookings

IMPORT BOOKINGS

Name	Event	Category	Status	Actions
Louis Dorey	The Regent's Park 19/01/2025, 09:30	Simple 10K	Complete	MANAGE SETUP FUNDRAISING PAGE

My Past Bookings

2. Click blue **Manage button and Transfer to Someone else**

BOOKINGS ORDERS GIFT CARDS DONATIONS LOYALTY SCHEME POINTS RESULTS

Complete
Completed On: 14/03/2023

My Fundraising Page

SETUP FUNDRAISING PAGE

Event Details

Event	The Regent's Park
Date	19/01/2025, 09:30
Race	Simple 10K

Participant Details

Reference Number	#676702
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INVITE YOUR FRIENDS

TRANSFER TO SOMEONE ELSE

CANCEL ENTRY

RETURN TO BOOKINGS

3. Select **Transfer to someone on the waiting list**, add a message to say you are offering your place. Include how you wish to be contacted, that payment will need to be arranged between yourselves out of the Clubtrac system as well as giving the time deadline of 48 hours for them to respond.

Transfer your entry

Provide the details of the person you wish to transfer your entry to:

Transfer to a friend

Transfer to someone on the waiting list

Message to waiting list participant

By continuing with this transfer, you are consenting to your email address being shared with someone on the waiting list. All payments happen outside of the system

TRANSFER ENTRY

4. You will see confirmation that the transfer has been initiated

The screenshot shows a navigation bar with 'BOOKINGS', 'ORDERS', 'GIFT CARDS', 'DONATIONS', 'LOYALTY SCHEME POINTS', and 'RESULTS'. A green notification banner at the top states: 'Your transfer request has been sent. The recipient will need to accept it to complete the transfer'. Below this is a QR code and three buttons: 'INVITE YOUR FRIENDS', 'MANAGE TRANSFER', and 'CANCEL ENTRY'. To the right, a 'Complete' status is shown with a checkmark and the text 'Completed On: 14/03/2023'. Below this is a 'My Fundraising Page' section with a 'SETUP FUNDRAISING PAGE' button. The 'Event Details' section contains a table with the following information:

Event Details	
Event	The Regent's Park
Date	19/01/2025, 09:30
Race	Simple 10K

Below the event details is a 'Participant Details' section.

5. If a reply is received and you are happy payment has been received from the recipient, you should finalise transfer.

The dialog box is titled 'Transfer your entry' and has a close button (X) in the top right corner. The main text reads: 'Your transfer is in progress. The recipient needs to accept the transfer and provide their details. You can cancel the transfer if you no longer wish to transfer it to this person.' Below this, it says: 'An email has been sent to the next person on the waiting list, please wait'. At the bottom, there are two buttons: 'FINALISE TRANSFER' (green) and 'CANCEL THIS TRANSFER' (red).

6. **If you do not get a response** from the person offered the place, it will automatically be offered to the next person on the waiting list. As shown in the email below asking them to contact the you about selling your entry and to arrange payment (outside of the system).

Space Available

The Regent's Park, Simple 10K

Hi Test

Good news! Louis is selling their place for the The Regent's Park, Simple 10K and has offered it to you (as you are already on the waiting list).

Message from louis@eventrac.co.uk:

What to do now:

You need to contact them directly on louis@eventrac.co.uk to agree the transfer. Once you have agreed things, the other person will then be able to transfer their ticket to you.

7. Once all is confirmed and you are happy, click to **Finalise Transfer** (as in step 5 above) which will then follow the process as if they'd originally enter (i.e. an invite to complete entry which, once submitted, will add them to the race and remove you from the participant list).
8. If you no longer wish to offer your place you can cancel it at any time, by clicking to Manage the Transfer, and then the red 'cancel this transfer' button.