



TRANSFER YOUR TEAM CAPTAIN

There are two parts of transferring a registration to another person. The first is the transfer. The second is accepting the transfer.

PART ONE: Log in to **ACTIVE.com**

1. Click your name in upper right side and choose **My Events**
2. Click **Transfer registration to another athlete**
3. Enter recipient email address in **Email address field**
4. Enter recipient email address in **Confirm email address**
5. Click **Submit**
6. Confirmation email sent verifying transfer process initiated to transferring participant and to new participant

PART TWO: Accept registration

1. The new registrant opens email notification of transfer
 - **Note:** *the email subject is Claim your registration for {event name} from {original participant}*
2. Click **Claim registration within message**
3. Log in to ACTIVE.com
4. Complete registration form
5. Click **Continue**
6. Click **Check out**

Notes about transfers:

- **Note:** *Registrations for someone below 18 can only be viewed and transferred by the guardian who registered them; registrations made by someone else on your behalf (if you are an adult) can be transferred by that person or by yourself*
- **Note:** *Registrations for those who are part of a group-registration team cannot be transferred.*
- **Note:** *Transfers may only be completed into the same category - if the original registration was for a 5K, the new registration must also be for the 5K. If permitted by the organizer, the new participant may change event categories after the fact.*
- **Note:** *If a participant transfers categories BEFORE attempting to transfer the registration to someone else, the process cannot be completed.*
- **Note:** *The newest price is applied at checkout when the recipient accepts the transfer. If the event has a tiered price schedule, the current price could be higher than that for the original participant.*
- **Note:** *The original registration fee is not refunded until the new participant accepts and completes the transfer process - ACTIVE.com processing fees and/or USAT membership fees (if applicable) are not refunded.*
- **Note:** *Once the recipient has accepted and completed the transfer, the original registrant will be cancelled and refunded. Refunds are processed within 5-7 business days. If a transfer fee is applied, it will be deducted automatically from the refund. For example, if the original registrant paid \$25 and the transfer fee is \$5, he/she will be refunded \$20.*