

# EVENT FAQs

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**Q: What do I need in order to pick up my race packet?**

A: Please present a valid photo ID.

**Q: Can I pick up packets for friends or family members?**

A: Yes, you must bring a copy of their photo ID.

**Q: Can I pick up packets for a group of people?**

A: Yes - in order to pick up for 10 or more participants at a time, please email Athlete Services at [tkymia@LTevents.zendesk.com](mailto:tkymia@LTevents.zendesk.com) with the list of names plus the packet pick up date and location to arrange group packet pickup. All requests must be received at least 24 hours in advance.

**Q: Where and when can I pick up my race day packet?**

A: Please check back soon for updated information. You MUST bring a valid photo ID to Packet Pickup and bibs will be dynamically assigned upon pickup.

**Q: Can I switch from the 5K to the 10K or vice versa?**

A: Yes, click [here](#) to log into your ChronoTrack account. Click "Change Race", then select "Change to another race" to choose a new distance. If you are choosing a race option that costs more than your original, you will be charged the difference in registration fees. There are no refunds for a lower cost race option.

**The last day for online changes is Thursday, November 16 (11:59 PM ET).** *Changes to a category/division within a distance must be completed by the Athlete Services team via [email](#).*

**Q: Can I register on race day?**

A: Yes, registration will be available on Race Day if the race is not sold out.

**Q: How can I check if I am registered?**

A: You can check your registration [HERE](#)

**Q: Can I exchange my race shirt?**

A: You may exchange your shirt post-race only at the Results tent by bringing back your originally assigned shirt (unworn). Exchanges only available while supplies last.

**Q: Will the race be timed?**

A: Yes, the 10K and 5K races will be chip timed. Your packet includes a B-tag timing chip, already affixed to your bib.

**Q: Am I able to switch corrals?**

A: Yes, you may move back to a slower corral without officially changing your assignment that will be listed on your bib. If you want to move to a faster corral, you must provide proof of a faster time within the past year to Solutions at Packet Pickup in order to be assigned to a faster corral. See corral pace times [HERE](#).

**Q Will there be awards?**

A: Awards will be given to the top (3) Overall winners males/females in the 5K/10K races and Overall male/female wheeler division. The Awards Ceremony is tentatively scheduled to take place at 8:30 AM at the Finish Festival stage. Age group awards will be available at the Results tent.

**Q: Can I walk in the event or do I have to be a runner?**

A: Walkers are welcome and encouraged to participate in the race! ***Those who choose to walk must start in the last wave within the Walker/Stroller corral.***

**Q: Can I run with my dog?**

A: No. For safety reasons, we request that dogs be left off the course.

**Q: Are strollers allowed on the course?**

A: Yes, all are welcome to participate. For those who decide to utilize a stroller, please be advised that you ***must start in the last wave within the Walker/Stroller corral,*** acknowledge and accept the dangers associated with strollers on the Event course, and assume all risk associated with the stroller driver's and passenger's actions. See the stroller waiver [HERE](#).

**Q: Where do I park on Race Day?**

A: Race Day parking will be available at the Tropical Park entrance located at the intersection of Bird Rd. and SW 79th Ave. ***Please plan to arrive early. No cars will be allowed into the park after 6:30 a.m.*** The exits will be open to traffic leaving the park at 8:30 AM post-race.

If you are dropping off a runner, please do so at the shopping center across the street from the park as there will be no outgoing traffic permitted until after the race. Please do NOT park in the shopping centers near Tropical Park. Life Time is not responsible for any cars being towed.

**Q: Do you have a Groups & Charities Program?**

A: We are proud to support and collaborate with various local, national and international groups and charities. Whether you're a member of a neighborhood running store's training team, a running club or a part of a charity organization, we invite you to create a team and take advantage of awesome perks! Learn more and submit your application to be a part of the program [HERE](#).

**MANAGE YOUR REGISTRATION:**

**HOW DO I RESEND MY CONFIRMATION EMAIL?**

Access your registration through your Chronotrack [Profile](#). From there you can resend your confirmation email if you have misplaced it, or if you have not received it.

*Note: If you did not receive your confirmation make sure to check your Spam/Clutter folders.*

## **DO YOU OFFER REFUNDS, TRANSFERS OR DEFERRALS?**

No refunds are permitted. However, you may transfer your race entry to another non-registered individual or defer your entry to the following year's race (fee associated with both options).

## **HOW DO I TRANSFER MY BIB TO ANOTHER NON-REGISTERED INDIVIDUAL?**

You may officially transfer your race entry to another non-registered runner. The last day for online changes is **Thursday, November 16 (11:59 PM EST)**. Before completing the transfer process, please note:

- You will not be refunded/reimbursed for your original registration. The currently registered runner will be charged \$10 to complete the transfer. Any transfer compensation must be arranged between you and the transfer recipient. The race organizers are not responsible for the terms of payment between parties in the transfer process and we do not condone the resale of registrations at elevated prices.

### **Race Entry Transfer Steps:**

1. Find a non-registered runner interested in officially participating in the said event. *Race organizers do not participate in this part of the process.*
2. To complete the transfer, the registered runner will log-in to their [ChronoTrack](#) account, click "Change Race", select "Defer my entry to another event", then follow the steps to complete the deferral. A unique code will be auto-generated which may be used by the new runner to register for the event.
  - The currently registered athlete will be withdrawn from the event.
  - Once the registered athlete completes the deferral and pays the deferral fee, the unique code may be used by the new runner to register for the event at no additional cost.
  - Once the transaction is finalized, the transfer recipient will receive an email confirming race registration.
  - Once the transfer recipient completes the registration, the deferral will no longer be valid for the following year's event.

Note: there is no guarantee a transfer may be made.

Any participant who transfers their race entry or race bib without following the above process will be removed from official race results and disqualified from participating in any future Life Time event.

*This policy is strictly available for race entry only. This policy does not apply to add-on packages. There are no transfer/deferral fee refunds under any circumstances.*

*Any participant who transfers his or her race entry or race bib without following the proper process will be removed from official race results and disqualified from participating in any future Life Time event.*

## HOW DO I DEFER MY ENTRY TO THE FOLLOWING YEAR?

Deferrals allow a participant unable to attend this year's event to transfer their registration to the following year. Deferrals are available until **Thursday, November 16 (11:59 PM EST)**.

The deferral is applied only to the event in question, in this case the Baptist Health Turkey Trot Miami 5K/10K. Deferrals can only be applied to the same event the following year and cannot be carried over multiple years. A fee of \$10 will be charged at the time of the deferral, processing fees may apply.

If you would like to defer your entry to next year, please follow these instructions:

1. Login to your [ChronoTrack](#) account
2. Click "Change Race"
3. Select "Defer my entry to another event"
4. Follow steps to defer

How to redeem your deferral for the following year:

You will be emailed a notification (after the race date of your original registration) from the Baptist Health Turkey Trot Miami 5K/10K & Kids Race advising when you are able to register with your deferral code for the following year's event. Your deferral code was included in your deferral confirmation email, and can be accessed anytime by logging into your [ChronoTrack](#) account.

This email notification will include the deadline to redeem your deferral. Once the deadline to redeem your deferral has passed, you have forfeited your spot and all associated fees. We will not be able to reactivate your deferral code. You will not receive any refund.

Important deferral deadlines:

For those who have deferred from the 2022 race to the 2023 event the deferral redemption deadline is November 16, 2023 (11:59 PM ET).

*\*There are no deferral fee refunds, or entry fee refunds related to expired deferrals under any circumstances.*