



JLL Property Triathlon 2025

JLL Property Triathlon 2025 Withdrawals and Refunds Policy

Withdrawals and Refunds Policy

We have a withdrawals policy which allows us and you to be as flexible with your event entry as possible, without it affecting the event setup process and the benefit your entry fee has on our charity partner, Age UK.

Changes to your own registration and transfers between people

- Team members can edit their registration details by logging into their "My Events" account.
- Changes can be made up until the deadline of 17.30 on Friday 13th June 2025.
- **We are not able to accept any changes after this.**

Please note: if you select to transfer your entry to another person, they will receive an email to accept the transfer. The new participant needs to complete the registration process, including payment. This payment will also include any price increases to event entry. Once this has been completed, the original participant will receive the refund.

Please note: if you select to transfer your entry to a different category, and the new category is a higher price you will be required to pay the difference. If you are changing to a category that is a lower price you will not receive a refund of this difference.

Withdrawals and refunds

As your entry payment goes directly to our charity, Age UK, we cannot provide refunds (including administration fees) for any reason following the acceptance of your application.

Deferrals

We do not offer deferrals to 2026's event. Your entry is only valid for 2025's event and cannot be transferred over to 2026's event.

Terms and Conditions

A.S.O. U.K Triathlon Event Terms & Conditions

I understand that these terms (the “Terms and Conditions”) are a legal agreement between you and A.S.O. U.K (“A.S.O. UK”, “Event Organiser”, “us”, “we”, “our”).

I understand and agree that I participate in the event entirely at my own risk and that no responsibility whatsoever shall attach to any event sponsors, event directors, or any person involved in the organisation of the event for any injury, accidents, loss or damage suffered by me in, or by reason of the event, however such may be caused. I am healthy and am fit enough to complete this event.

Associated Risk

I am aware of the physically strenuous nature of this event, the risks both medically and physically.

I confirm I am healthy and fit (physically and medically) enough to complete this event. I accept that should any medical or physical condition arise prior to the event which is likely to affect my ability to compete will be reason to withdraw in accordance with these conditions.

A.S.O UK strongly recommend that you train for the event and prepare for the challenge. If you have not exercised before or for some time, you should consult your doctor before commencing your training for the event.

Online Entry

By submitting an application online and paying any stated fee for entry into this event, or entering a valid pin/discount/coupon code, I understand and agree to abide by the Terms and Conditions, the instructions given by the Event Organiser and event officials. When entering on behalf of other individuals, by agreeing to the event entry terms and conditions myself, I agree that all other entrants in my booking are aware, accept and agree to the Terms and Conditions and the instructions given by the Event Organiser and event officials.

Neither I or any other individuals in my booking shall not be eligible or entitled to participate in the event until full payment of the entry fee has been received by the Event organiser. No payment shall be deemed to have been received until the Event Organiser has received cleared funds.

Entry Fee

The majority of your entry fee goes straight to Age UK, our charity. If you wish to change the amount of your donation or opt out of it please contact A.S.O. UK at propertytriathlon@jll.com.

British Triathlon Membership

I understand that I am required to purchase a British Triathlon Day Membership pass in order to participate in the event.

BTF Day membership (Race Pass) entitles you to public liability protection for the day of the event in relation to claims against you for loss, damage or injury to a third party. You will only pay the excess of £250 if the claim for injury or damage is successful. This does not protect you in respect of your own personal accidents or injuries or those involving other competitors.

The race pass holder will be the registered participant in the event . Your membership is not transferable and excess applies. Jones Lang LaSalle Limited (“JLL”) is not responsible for your membership. By registering, you consent to your details being provided directly to The

British Triathlon Federation Ltd and the insurance provider. Visit <https://www.britishtriathlon.org/race-pass> to find our more details on what your BTF Race Pass includes. If you are already a British Triathlon member you will not be entitled to a partial refund.

Withdrawal & Refunds Policy

I agree to accept the terms of the JLL Withdrawal & Refunds Policy as outlined in the earlier Withdrawals & Refund Policy section.

Email Communication

JLL primarily uses email to communicate with its competitors. By entering this event, I agree to receive emails regarding this specific event from JLL. Please see the specific Data Protection Policy for further details. I understand that other JLL marketing emails, such as newsletters and promotions, have an 'unsubscribe' link, but event specific communication emails do not have this link, for the safety of the participant.

JLL cannot be responsible if event information does not reach the intended recipient by email. The onus is on the competitor to ensure that their Spam filters will allow JLL's emails through, for example by adding propertytriathlon@eu.jll.com to their email address books. A.S.O. UK and JLL can only be responsible for ensuring that the email address provided is the one to which event emails are sent. Event details are posted on the website event page.

Rules and Regulations

I agree to abide by all applicable rules and regulations including British Triathlon's Competition and Doping rules and the rules and regulations of the International Triathlon Union (ITU) and any other rules and regulations that are relevant to the event. I agree that I will not be entitled to a refund of the event fees if I am disqualified from the event as a result of an infringement of these Conditions or any such rules and regulations. I understand that A.S.O. UK is also entitled to impose event rules upon the participant from time to time which will form part of these Conditions. The relevant rules and regulations may be obtained from www.britishtriathlon.org and www.triathlon.org.

No professional athletes are permitted to win the race.

Should you decide to race in a wave outside your age category, you will not be eligible to win any category.

Event Equipment

I understand that it is my responsibility to provide and use a roadworthy bicycle, helmet, or other safety requirements to ensure compliance with the event and BTF rules and regulations.

British Triathlon Rule Number 8.1 states "Any equipment that acts as an impediment to hearing or concentration is prohibited from use during an event (including transition). This includes, but is not limited to, mobile telephones (which should be switched off if stored in transition), personal stereos and MP3 players." A.S.O. UK cannot be responsible for accidents resulting from taking part with such equipment.

Personal Identification

I understand that registration is required prior to participation in the event. At registration, I realise that I must produce appropriate photographic personal identification acceptable to A.S.O. UK (such as drivers' licence or passport),

NB Children less than 16 years of age are not required to produce photo ID.

Media and Photography

I understand and accept that media professionals may take photographs and video footage of the event and its participants for use to publicise and promote A.S.O. UK and JLL events and sponsors.

Finishers Gift

I will only receive a finishers gift if I complete the event. No finishers' packs will be provided to spectators or participants who do not complete the event. A.S.O UK reserves the right to change the style, size and type of mementos offered in the finishers gift.

Timing Chips

I understand failure to return my timing chip at the end of my event may result in a charge of £35.00. To avoid this charge please post the chip to: A.S.O. UK, 160 Falcon Road, London, SW11 2LN

Cut Off Times

A.S.O. UK may introduce cut off times as they see fit as part of the event rules, being limits on the time taken to complete sections of the event (as initiated by the Event Organiser at its discretion) to ensure the safe and proper running of the event. Subsequently, competitors may be instructed to withdraw from the event in accordance with imposed cut off times. In any such scenario there will be no refund of the event fee.

Timing and Results

A.S.O. UK will use best endeavours to provide an event finish time for the participant however it cannot be held responsible for any computer result anomalies or any technical malfunctions.

Removal of Participants

A.S.O UK reserves the right at any time to remove participants from the event or to prevent participants participating in the event if in the Event Organiser's sole discretion, it considers such action necessary for safety reasons or the proper enjoyment of the event by other participants or for any other reasonable reason. No refund of the event fee shall be made if the participant has acted negligently, maliciously, with wilful misconduct or otherwise without due care and attention for the event or other participants, so as to cause his/her removal.

Reselling or Swapping

I agree that participation in the event is personal to me, I am strictly prohibited from swapping or selling my place in the event or allowing any other person to wear my number and timing chip and participate in my place. If found to be in breach of this the organiser reserves the right to exclude me from participation in this and future events.

Liability/ Responsibility

Whilst A.S.O. UK takes every care with staging the event, I acknowledge that personal accident and personal items insurance is my sole responsibility.

A.S.O UK shall not be liable to the participant for any loss or damage of or to personal equipment belonging to the participant, or any indirect or consequential loss or damage whatsoever arising out of the participant taking part in the event; or for any loss of business; revenue or profit; loss of reputation; anticipated savings or wasted expenditure; pledges made on your behalf or by you to charity. A.S.O UK will not be liable for any actions of any spectators or other third parties.

I accept that any mechanical support received on my bike from A.S.O. UK, partners, participants or other third parties is at my own discretion and I will not hold anyone else responsible for any subsequent bike malfunctions or resulting injury.

I accept that should my bike be transferred in any vehicle during the event, such as the sweep vehicle, I accept it is placed and transferred in the vehicle at my own risk and A.S.O. UK are not liable for any damage caused during this process.

Nothing in this agreement shall affect our liability for death or personal injury, fraud, or any other liability to the extent it cannot be excluded or limited by law.

Allergies

Please note that some of the food products given out on event day may contain or have traces of nuts and nut oils or may have been made alongside other products containing nuts. A.S.O. UK cannot be held responsible for any issues resulting from food allergies.

Start Time Alterations

A.S.O. UK reserves the right to alter the start time of the event. In the event of a change of start time the participants will be notified of the revised start time with as much notice as reasonably practicable. No refund in full or in part shall be made for any change in start time for an event provided the event takes place on the specified date of the event.

Distance and Course Alterations

I am aware the organiser reserves the right to reduce the course distance, change the course, or make any other amendment to the Event that they deem necessary to stage the Event. Any change to the Event will be communicated to me at the event or sooner if practicable.

Race Format Alterations or Cancellations

A.S.O. UK reserves the right to amend the event format (for example but not limited to from a triathlon to a duathlon event or other suitable race format) or cancel the event due to circumstances beyond its reasonable control or for any safety related reason.

In the event of the event being cancelled it shall provide the participant with a full refund, less an administration charge of £5, with no further liability whatsoever arising from such cancellation. If the event is changed to a duathlon or other format the participant will not be entitled to any refund and there shall be no further liability whatsoever arising from such change of format.

Final Decision

All decisions and rulings by A.S.O UK, its employees and its agents are considered final. Accordingly, I agree to comply with all event rules and all instructions and guidelines given by event crew, stewards, marshals, and safety personnel. I acknowledge and agree that A.S.O UK will organise and run the event and will have sole authority and be the final arbiter

on all decisions relating to the safety, running and organisation of the event, the rules of the event, the timings/finish times and the placings.

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A.S.O. U.K Event Data Protection Policy

I understand that these terms (“Terms and Conditions”) are a legal agreement between you and A.S.O. U.K. (“A.S.O. UK”, “Event Organiser”, “us”, “we”, “our”).

Data Protection: Event

I agree for the purposes of this events; personal information includes medical data collected for health and safety purposes ("Personal Information").

I agree that my personal information can be stored, used by A.S.O. UK and Jones Lang LaSalle Limited ("JLL") and their event partners in connection with the organisation, staging and administration of the [Property Triathlon] event (the "Event").

Medical information will only be used to allow medical assistance to be given on the event date.

I agree that my Personal Information and data may be used by A.S.O. UK and JLL and their event partners in connection with the compilation of statistical information and to improve health and safety procedures at future events.

Data Protection: Event Organiser Opt In

I agree for the purposes of this event; personal information includes name, contact number and email address ("Personal Information").

If I elect to hear from A.S.O UK and JLL during my entry, I agree that my "Personal Information" can be used for the purposes of:

- the promotion and marketing of the event.
- adding me to a mailing list to keep me informed about any future events and services which I may be interested in, such as leisure activities relating to either similar types of events or activities; and
- promotional and marketing material in respect of similar events, other community-based activities organised by our event partners.

A.S.O UK shall commit to abide by the 1998 Data Protection Act and be in accordance with the General Data Protection Regulation 2018, to ensure that "Personal Information" or marketing information pertaining or relating to me which comes into the possession or control of A.S.O. UK or their event partners shall not be used or reproduced in whole or in part in any form except for the purposes outlined in these conditions.

Additional Data Protection: Event Partner's

If I elect to hear from a particular event partner during my entry, I agree that my Personal Information be passed to said partner and accept that I will be contacted by the partner. I understand I will be able to opt out of receiving such communication at any time.

Waiver

I agree that other than in respect of data protection obligations and any other obligations imposed by law for which liability cannot be excluded, JLL shall have no liability to me, and I will have no recourse against JLL in connection with the Event.

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