



How To Guide **Switch Categories, Transfer or Defer Registration**

POWERED BY *haku*

How To Switch Categories, Transfer or Defer Registration

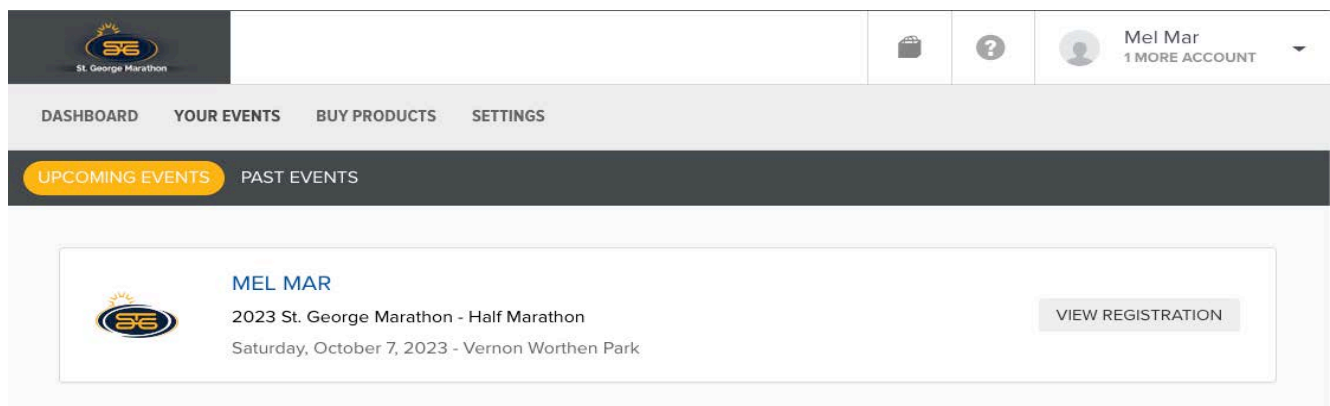
01 Log in to your participant account

Inside your participant account you will have access to your registration, event products, and more. To log in to your participant account please visit: <https://manage.hakuapp.com/login/st-george-marathon>



02 Click on “Your Events”

Under “Your Events” click on “View Registration.” In this tab you will have access to all the information you entered on the registration form.



03 Click on “Registration Options”

Scroll to the bottom to find the “Registration Options”

Inside this tab, you will have access to make changes to your registration, such as switching categories, transfer your registration to another person, and defer your entry for next year.

The screenshot shows the '2023 St. George Marathon - Half Marathon' registration page for user 'MEL MAR'. The page includes a navigation bar with 'DASHBOARD', 'YOUR EVENTS', 'BUY PRODUCTS', and 'SETTINGS'. A dark blue banner at the top says 'Editing Registration' with a 'Close' button. The event details are: '2023 St. George Marathon - Half Marathon', 'MEL MAR', 'Saturday, October 7, 2023 - Vernon Worthen Park'. There are three dropdown menus for 'WHAT IS YOUR EXPECTED FINISH TIME?' with values '04', '02', and '02'. To the right, it says 'Your estimated pace per mile is -18:28'. Below this is a section titled 'Your Registration Information' with a dropdown arrow. Underneath, the email 'MELMAR2@AOL.COM' is listed. A checkbox is checked, and the text reads 'I, Mel Mar, have read and agree to the Terms and Registration & Participant Waiver'. At the bottom left are 'Save' and 'Close Without Saving' buttons. On the right, a dropdown menu is open, showing options: 'Transfer', 'Defer for Future', 'Switch Categories', and 'Registration Options' (which is highlighted with an upward arrow).

04 Select Your Registration Change Option

Then select the option you want:

- Defer
- Transfer
- Switch Categories

05 Switch Categories: Upgrade

There is a **fee** to upgrade categories. You will also be charged the difference from what you originally paid for that category.

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SWITCH CATEGORIES

SELECT NEW CATEGORY

Marathon

There's a \$11.50 charge to switch to this category. Select a payment method ⓘ

THERE ARE CUSTOM QUESTIONS FOR THIS NEW CATEGORY. PLEASE ANSWER THEM ACCORDINGLY.

06 Switch Categories: Downgrade

There is a **fee** to downgrade categories.

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SWITCH CATEGORIES

SELECT NEW CATEGORY

Half Marathon

There's a \$28.00 charge to switch to this category. Select a payment method ⓘ

THERE ARE CUSTOM QUESTIONS FOR THIS NEW CATEGORY. PLEASE ANSWER THEM ACCORDINGLY.

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Transfer

If you choose to transfer your registration to another person, you will have the option to pay for the transfer fee or have the new participant pay the fee. Please fill out the new participant name and email.

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TRANSFER REGISTRATION

Can't make it? Don't worry, you can transfer this registration to someone else. Just enter their name and email address and we'll take care of the rest. It won't be officially transferred until they accept and register.

NAME

First Name

M.I

Last Name

EMAIL

ex: jdoe@gmail.com

There is a \$28.00 fee to transfer registration to a new person. Please select a payment preference

☒ Pay the fee

☐ Pass on the fee

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Once you have successfully made the transfer, the new participant will receive an email to finish registering for the event. Note: If the new participant does not register for the event, the transfer will not count as registered..



REGISTRATION UPDATE

Hi Grace,

Seth Simmons has transferred you his registration for the Marathon category for the St. George Marathon.

Please use the button below to claim your registration.

REGISTER

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Switch Categories: Defer

There is a **fee** to defer your registration. Next year's registration will be complimentary upon registering.

DEFER REGISTRATION

Can't make this event anymore? Don't worry, you can defer your entry for the future.

There is a \$28.00 deferment fee. Please select a payment method

PAYMENT METHOD

Visa ending in *4242

Defer and Pay \$28.00

Don't Change

includes a \$3.00 processing fee

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Confirmation Email

Once you've successfully completed your registration change, you will receive a confirmation email of the change.



REGISTRATION UPDATE

Hi Seth,

You have successfully transferred your registration for the Marathon category for the St. George Marathon to Grace Martinez. Grace will receive an email with instructions on how register for this event.