Registration guide

WORLD FIREFIGHTERS GAMES 2020

AALBORG DENMARK

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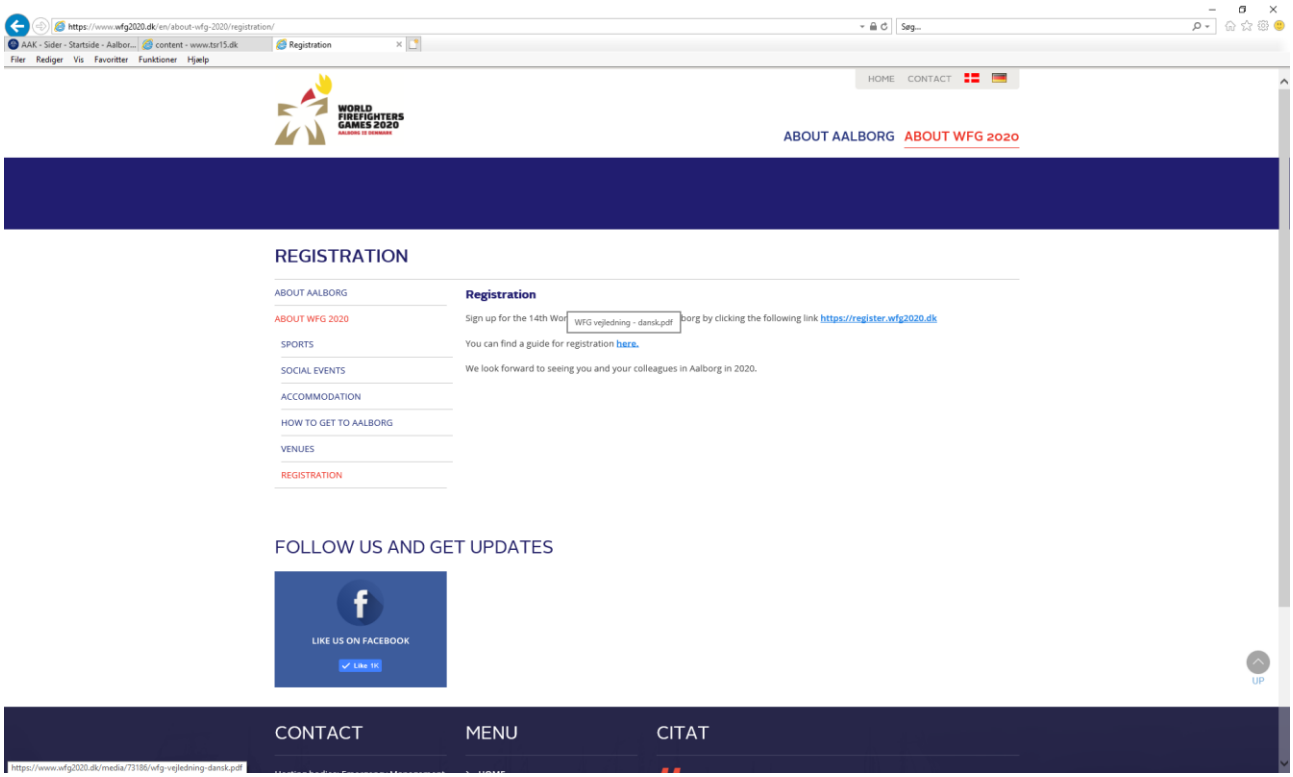
How to register to participate in the World Firefighters Games 2020?

When you know which activities you and your colleagues want to participate in, you need to register for the World Firefighters Games 2020 in Aalborg via the registration link on the website www.wfg2020.dk or you can register directly using the link https://register.wfg2020.dk.



You can read more about the sports and events at the games in Aalborg on the website www.wfg2020.dk.

You can register one or more participants.
If you are participating in a team sport, it is important that you register all team players in the same registration.

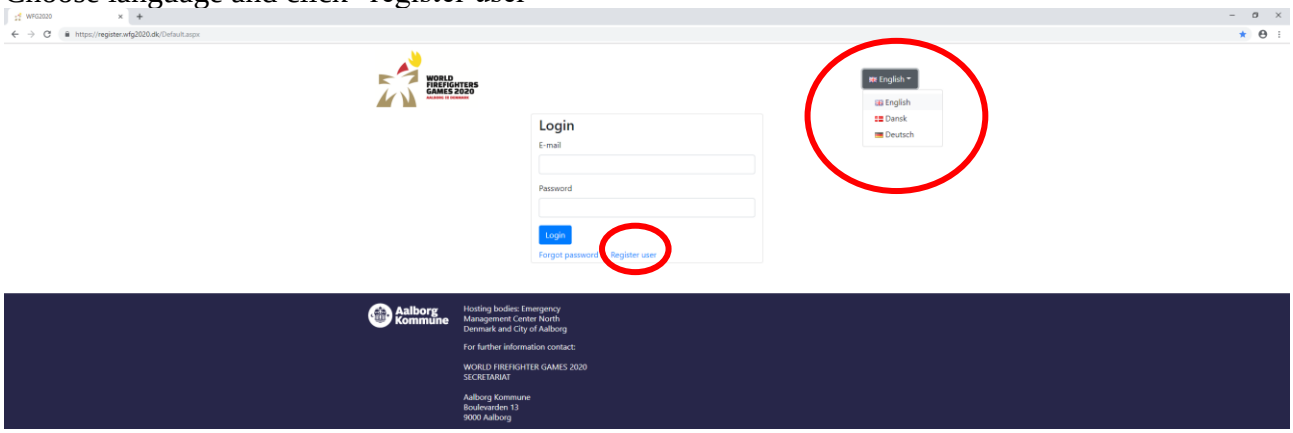
Entry fee:

Competitors: USD 190,-
Non-competitors: USD 80,-
Golf Extra fee: USD 180,-
Welcoming Banquet: Extra fee USD 85,-

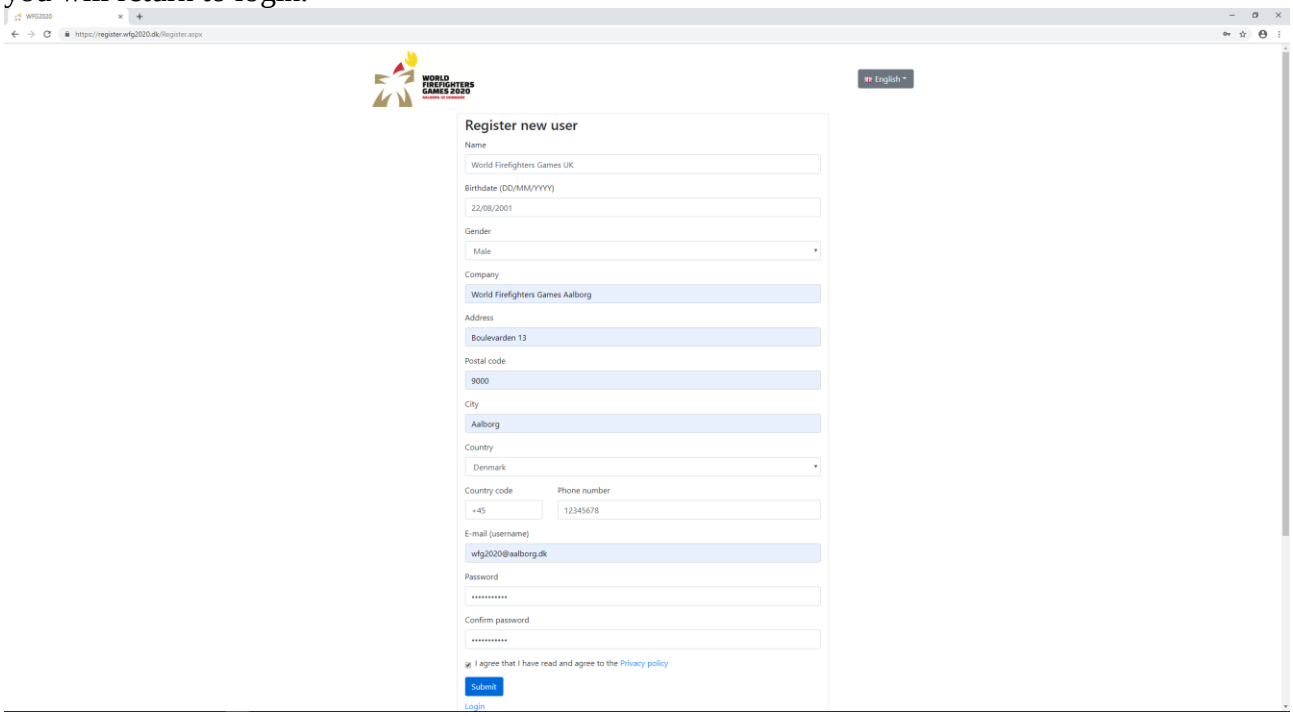
Register a contact person

The first time you want to register competitors, you need to sign up as a contact person to create registrations for the World Firefighters Games.

Choose language and click ”register user”

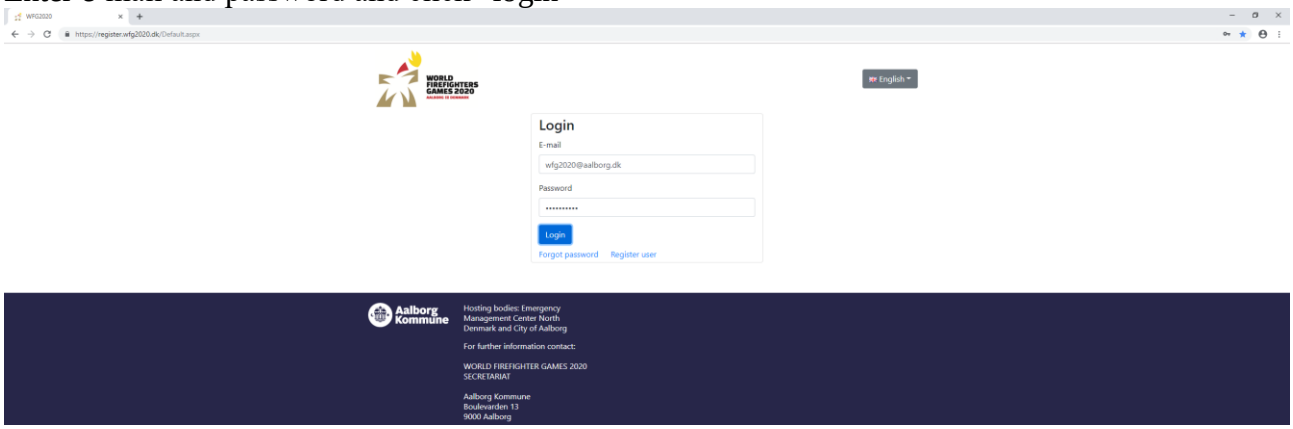


Now you can fill in the personal information for the contact person and click ”Submit”. After this you will return to login.



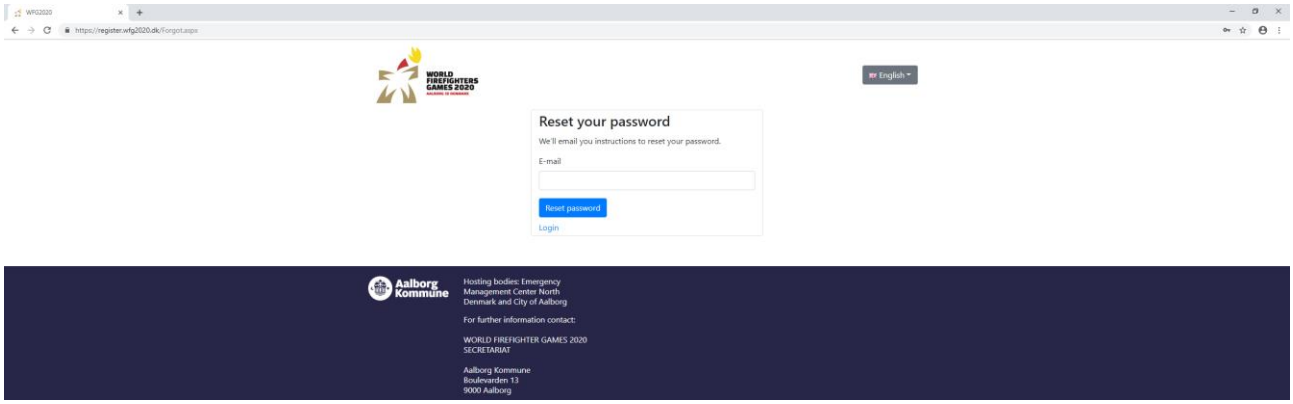
Log in

Enter e-mail and password and click ”login”



Forgot your password

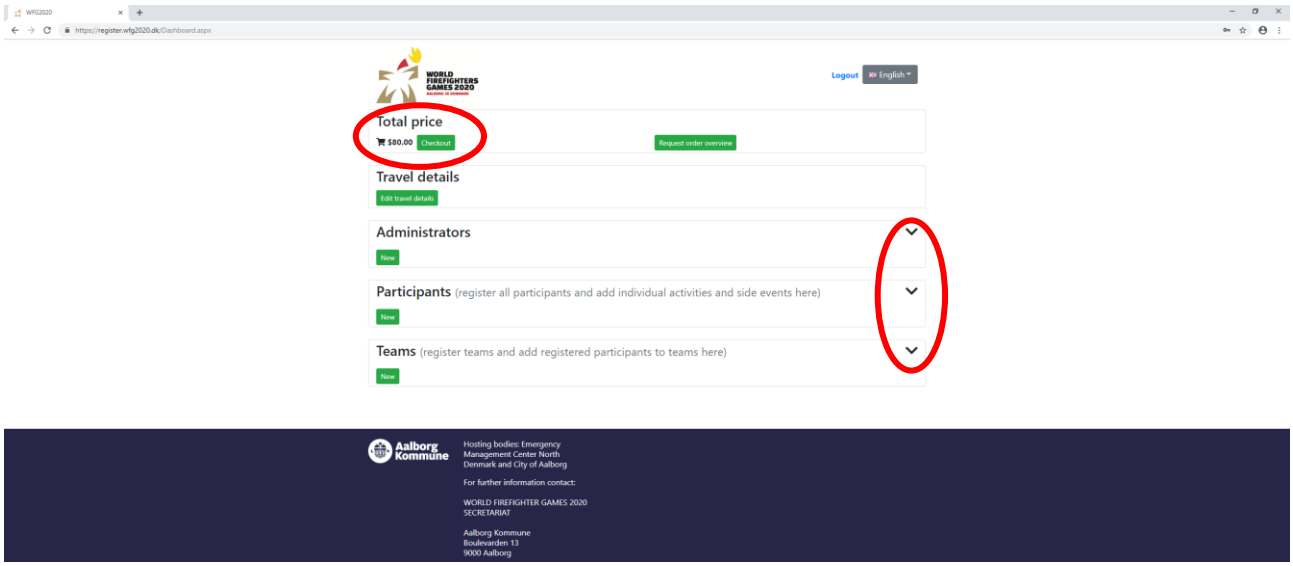
If you have forgotten your password, click “forgot password” and enter your email and click reset password. Following you will receive an email to reset – check your spam folder if it is not in your inbox.



Overview of registration

On the general overview of your registration, you will be able to see the status for payment of entry fee, request an email with an overview of all registrations, fill in travel information, add a contact person, add competitors and register teams.

By clicking the arrow, you can unfold the different fields. Here you can see who you have registered and which teams you have registered.



The total payment

In the top left corner, you can see how much you need to pay for your entries.

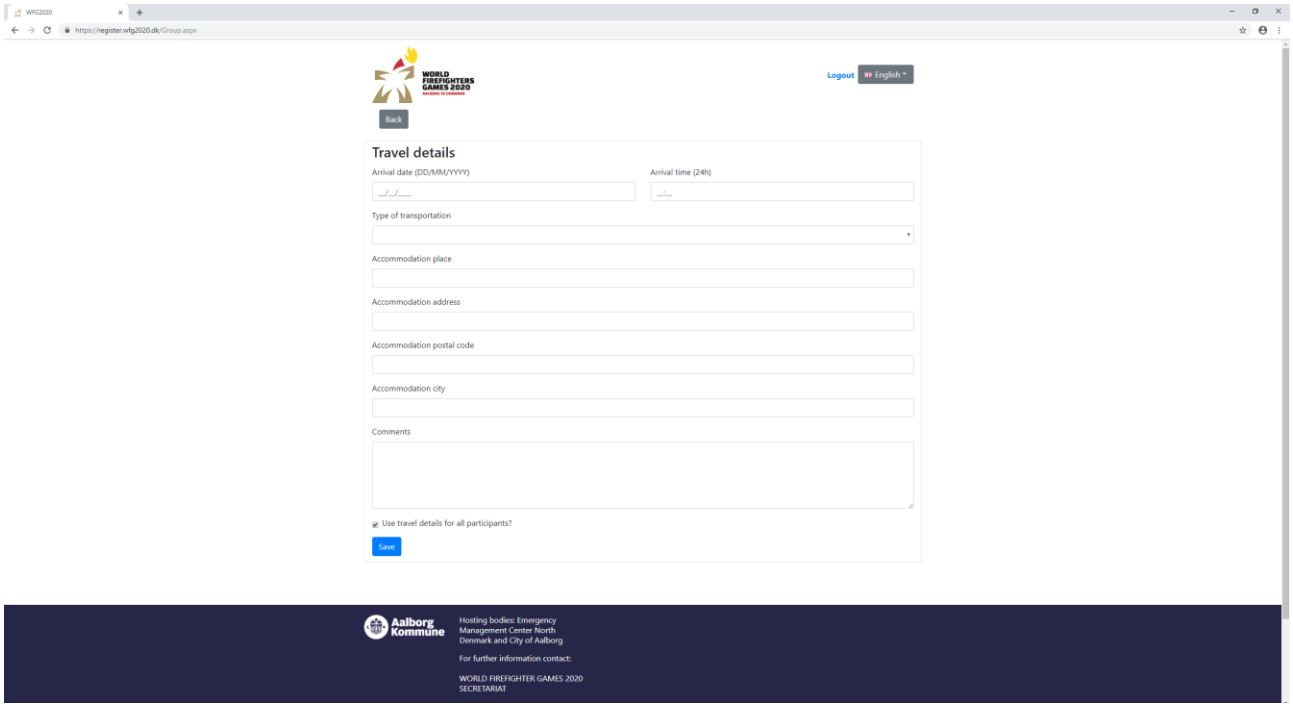
By registering a person in the database, he/she is automatically given the role as non-competitor and will be charged an entry fee of USD 80,-.

When an activity is added the role is automatically changed to competitor and the entry fee changes to USD 190,-.

If registering for the golf tournament an additional fee of USD 180,- is charged just as an additional fee of USD 85,- is charged when registering for the Welcoming Banquet.

Travel information

To enter travel information click ”edit travel information”



Here you can enter:

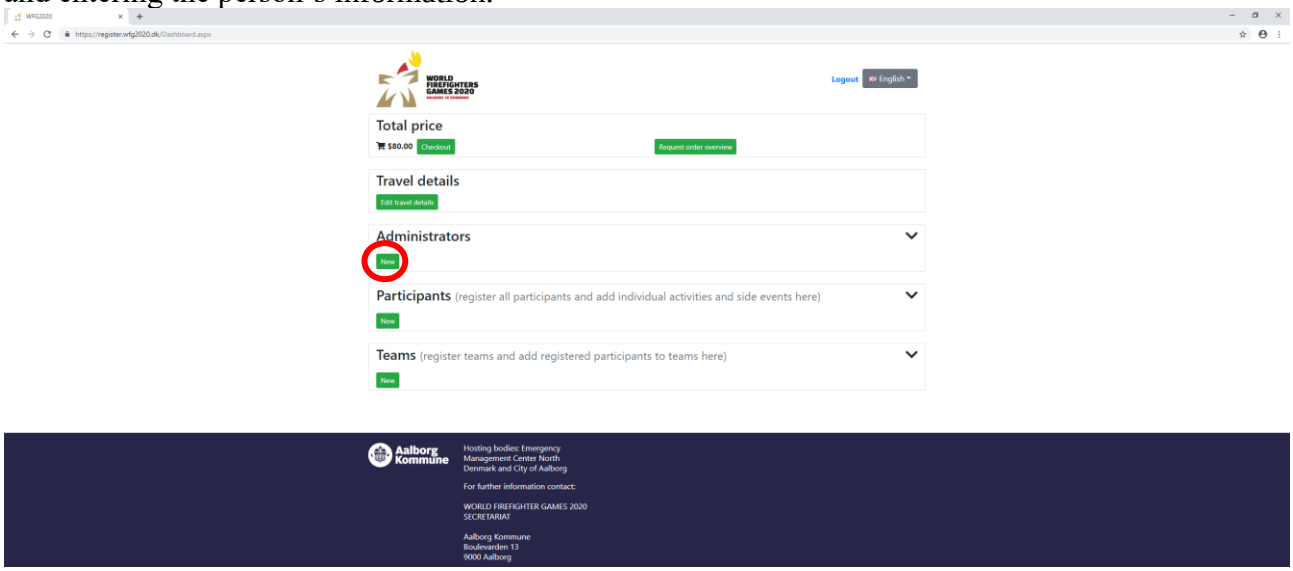
- Arrival date and time
- Transportation (train, bus, car, plane)
- Accommodation and address

The information is not a requirement to finish the registration, but we would like to know your travel information and accommodation before arrival.

By ✓ the field ”Use travel details for all participants”, you only need to enter the information once.

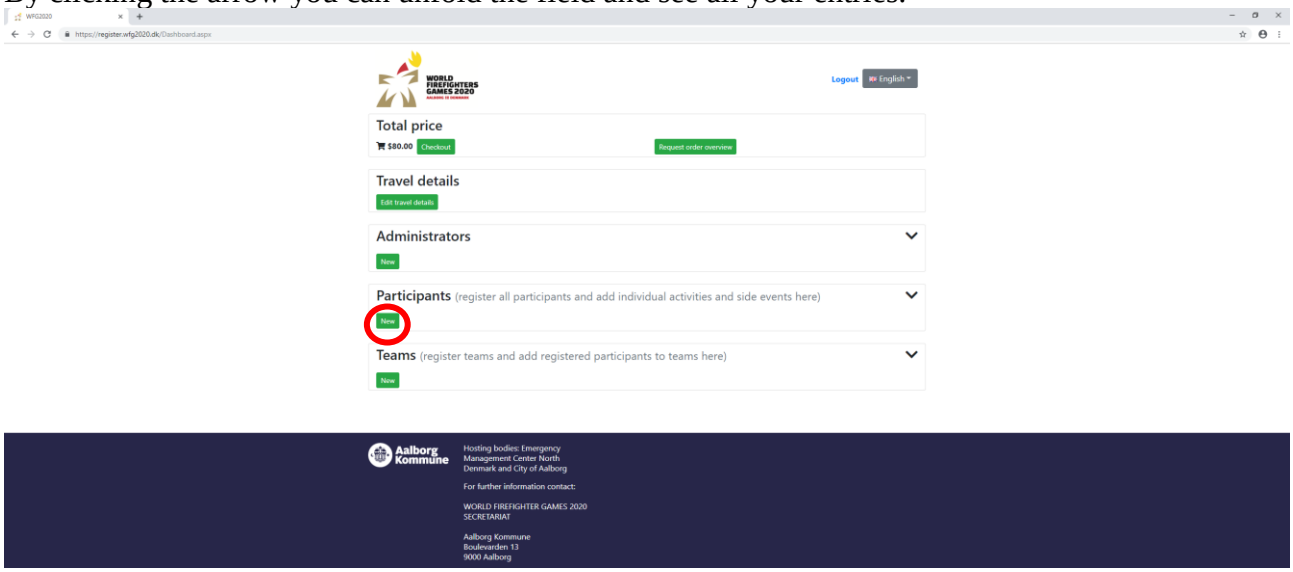
Addtional contact person

You can add an additional contact person to the group by clicking ”new” on the general overview and entering the person’s information.



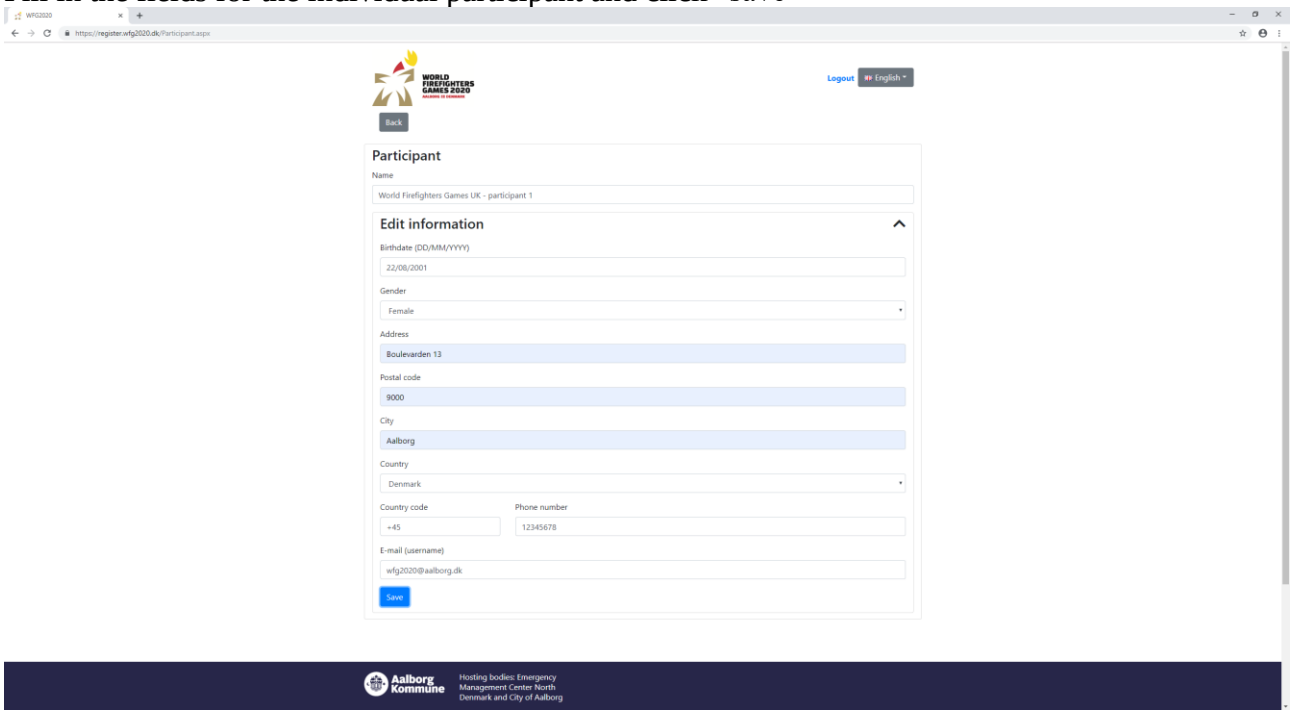
Register participants

You can register participants by clicking ”new” under participants.
By clicking the arrow you can unfold the field and see all your entries.



Add participant

Fill in the fields for the individual participant and click ”save”

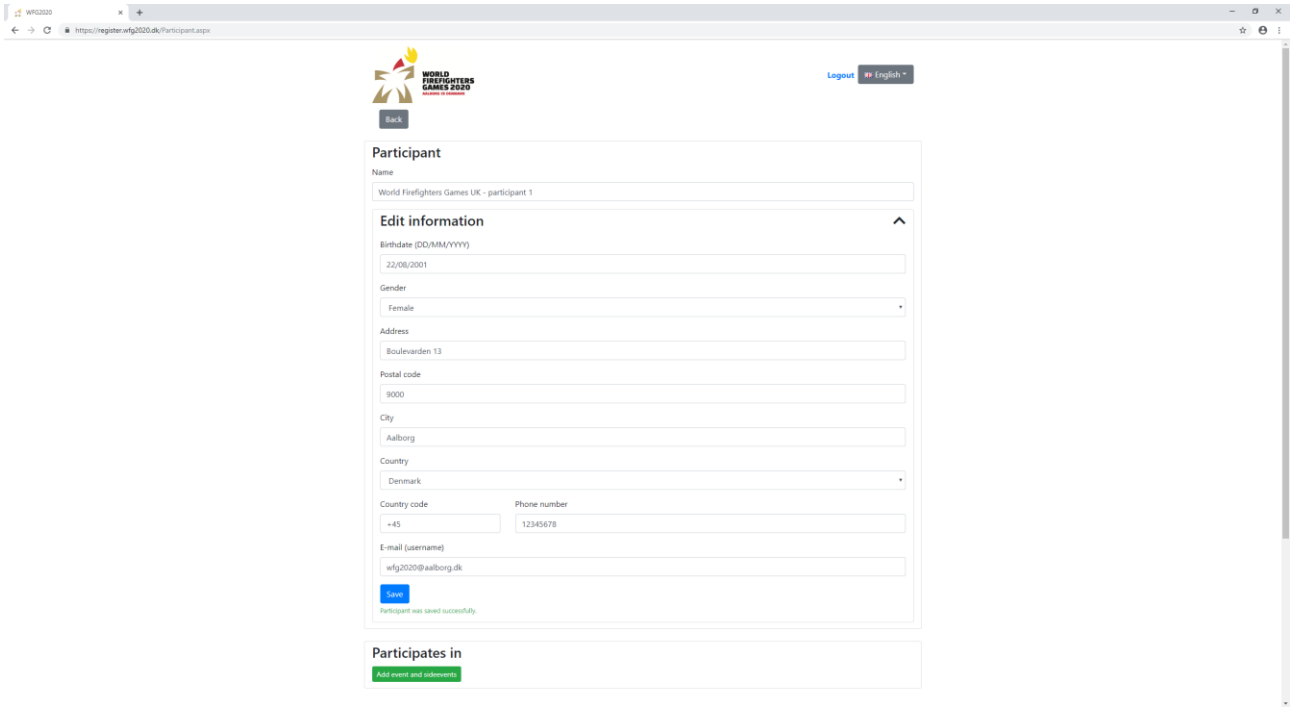


Add activity with only one participant or side event

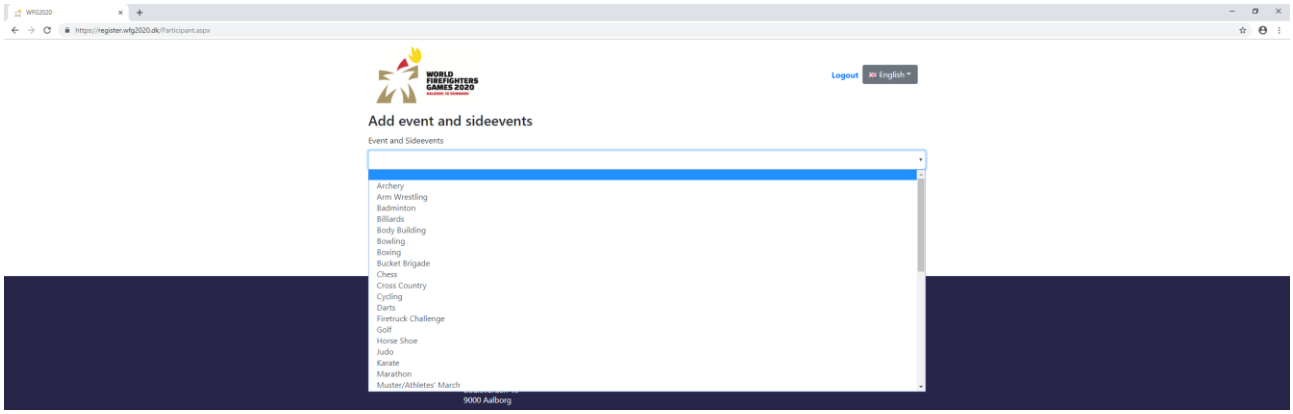
Here you can add sport (with only one participant) or side event by clicking ”add event or sideevents”

If the competitor is participating in a team sport, you need to register the competitor first, then the team can be registered and lastly the competitor can be added to the team. See more under ”Register team”.

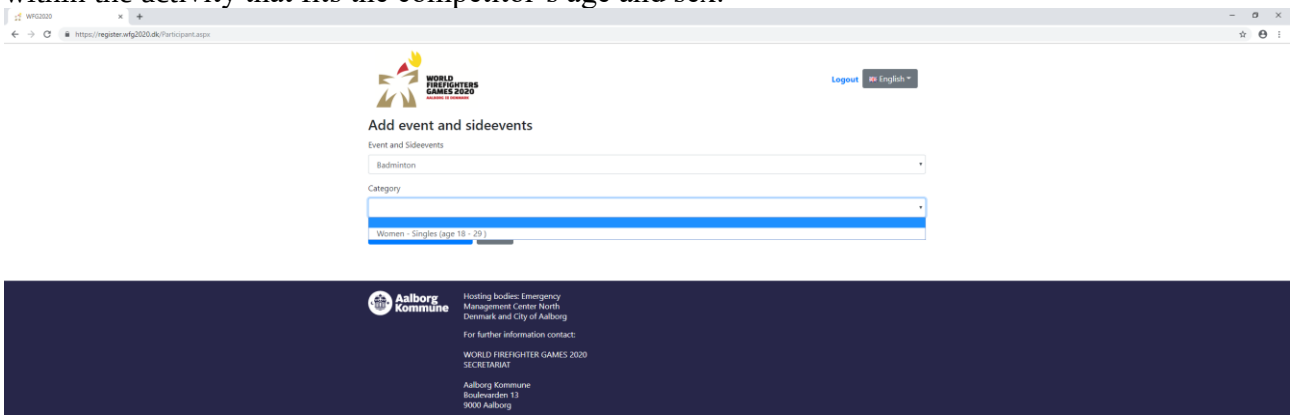
This is also where you sign up the individual competitor for the Welcoming Banquet and the Muster Athletes’ March.



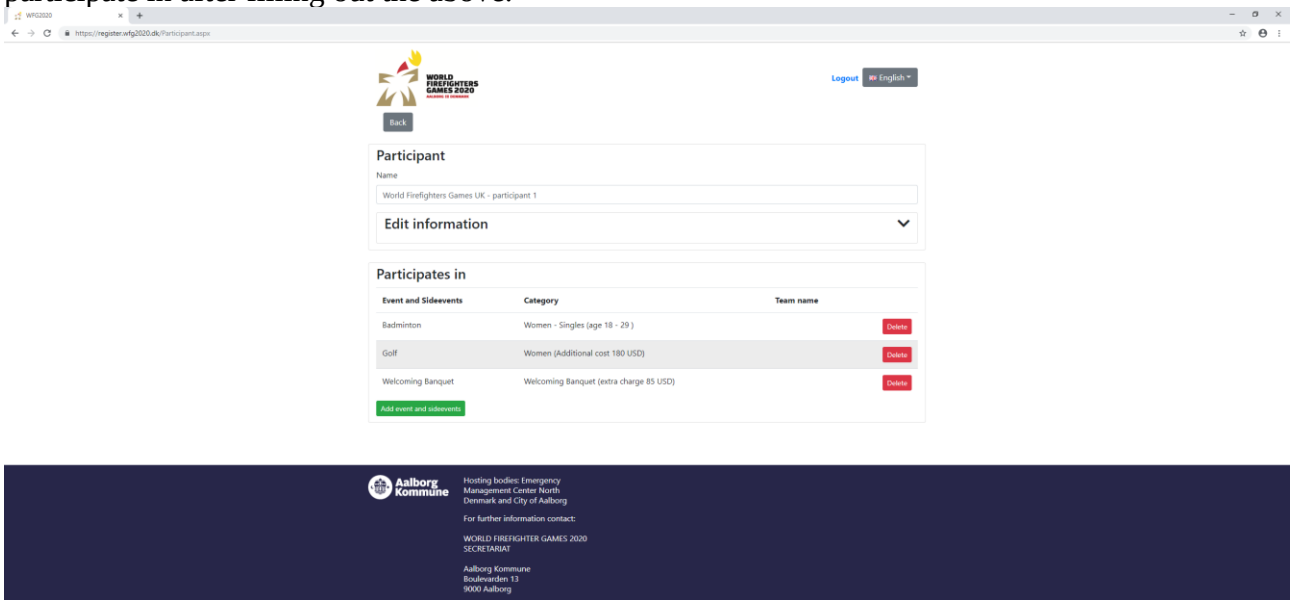
Choose activity by clicking the arrow in the right side and you will see a roll-down field with activities (remember that only team activities are visible when creating a team)



Now you need to choose your category – the system automatically only shows the disciplines within the activity that fits the competitor's age and sex.

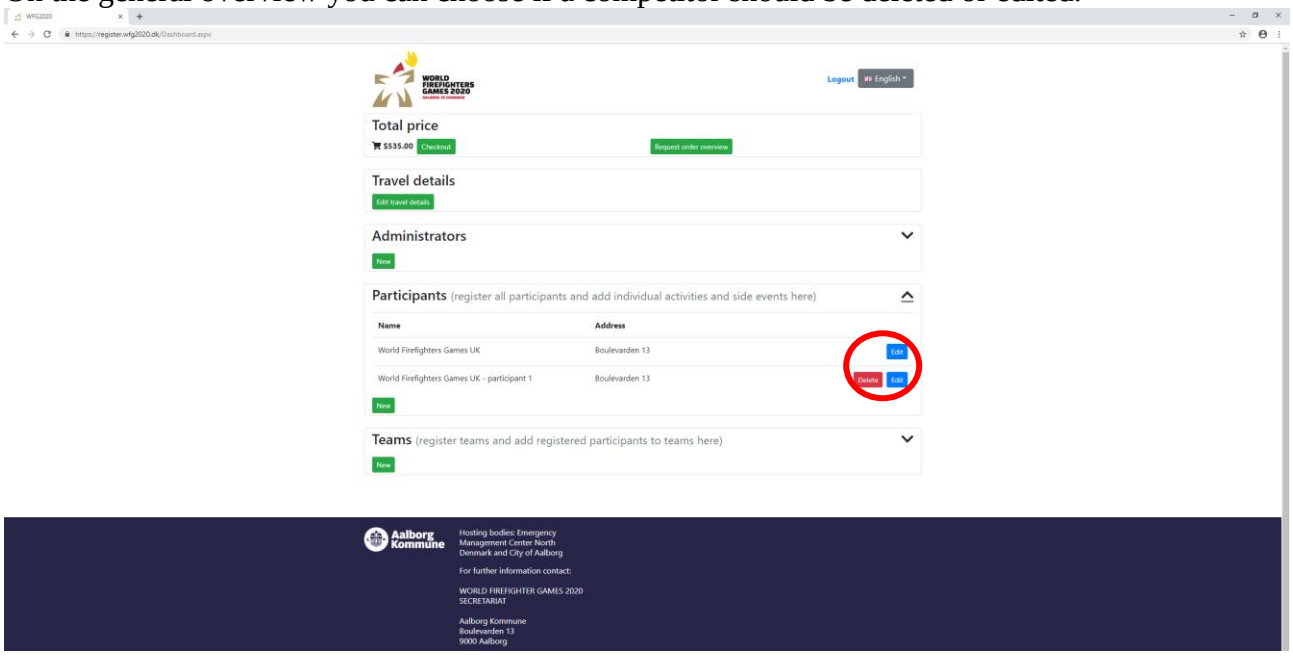


Under the individual competitor you can see which sports/activities the competitor has signed up to participate in after filling out the above.



Edit registration

On the general overview you can choose if a competitor should be deleted or edited.



Edit competitor information

Click ”edit” to add/delete activities or change the basic information.

Delete competitor

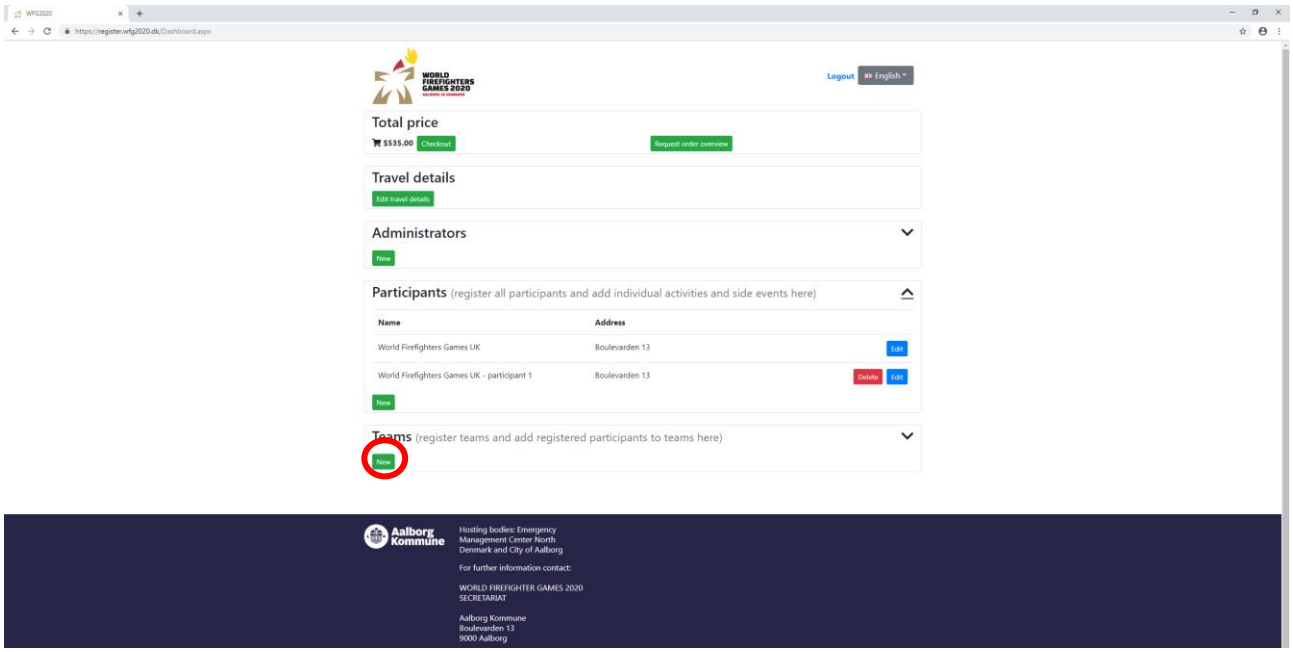
Click ”delete” to delete the competitor’s registration. You will be asked if you are certain that the competitor should be deleted.

Registration of teams

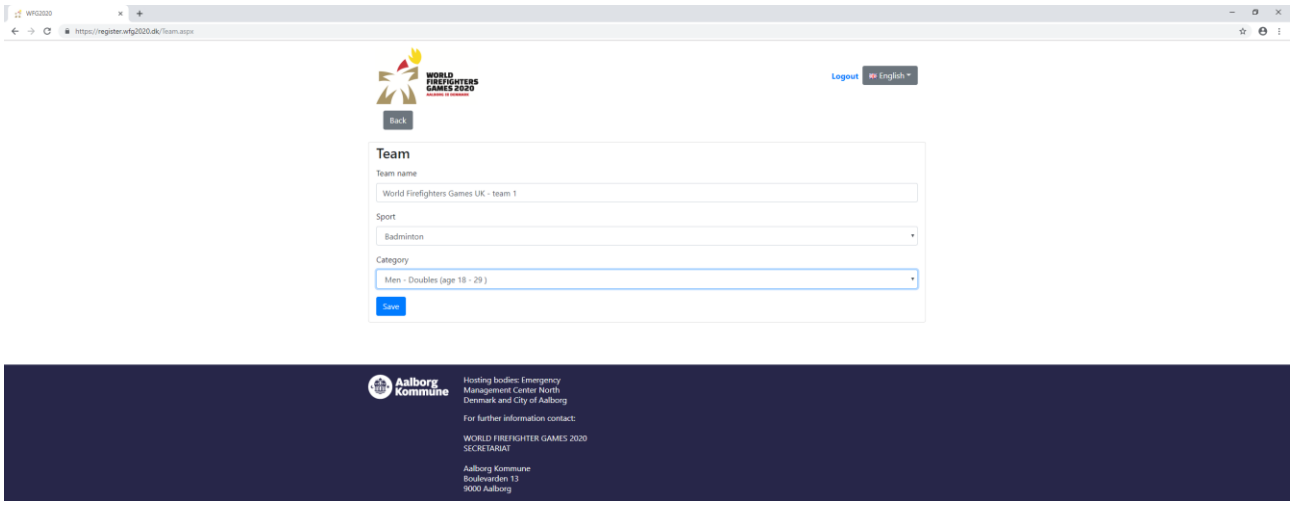
All activities/sports with participation of more than one competitor/player have to be registered through ”teams”
The competitors need to be registered first before creating a team.

Create team

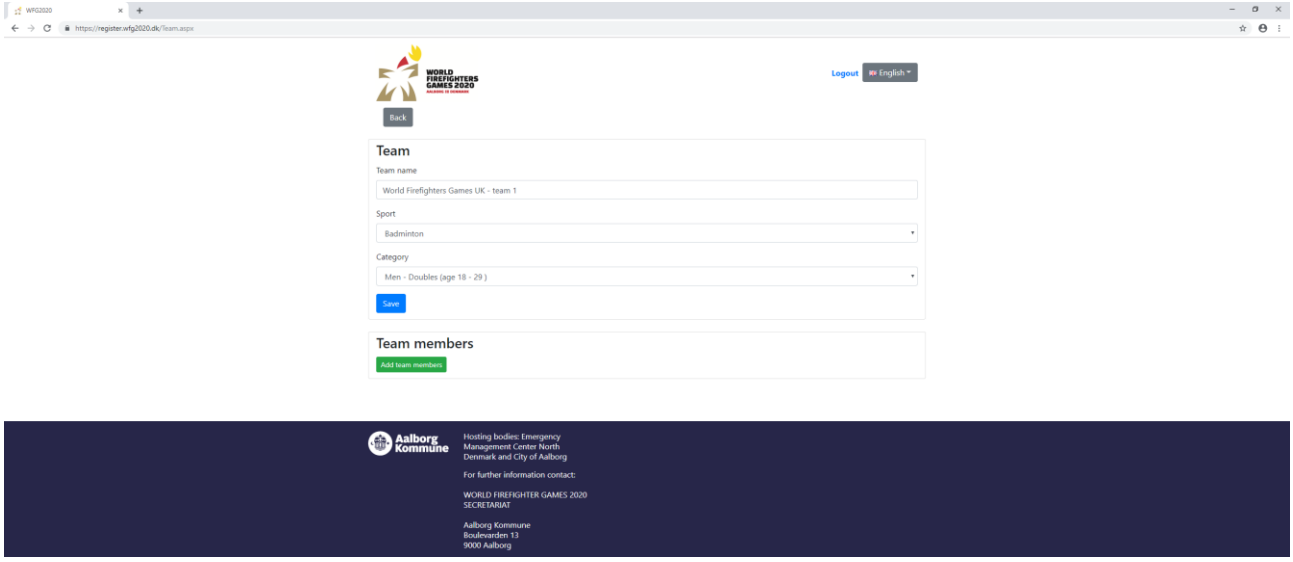
Click ”new” under team



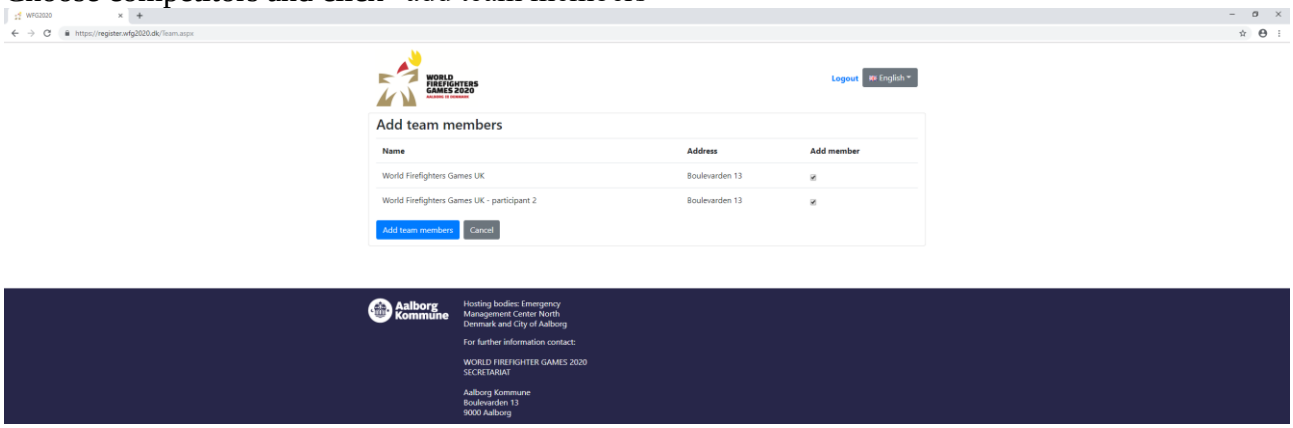
Fill out the team name, choose sport/activity and category. The team name must be unique. You will be informed if a team has already chosen the name in the specific activity and category.



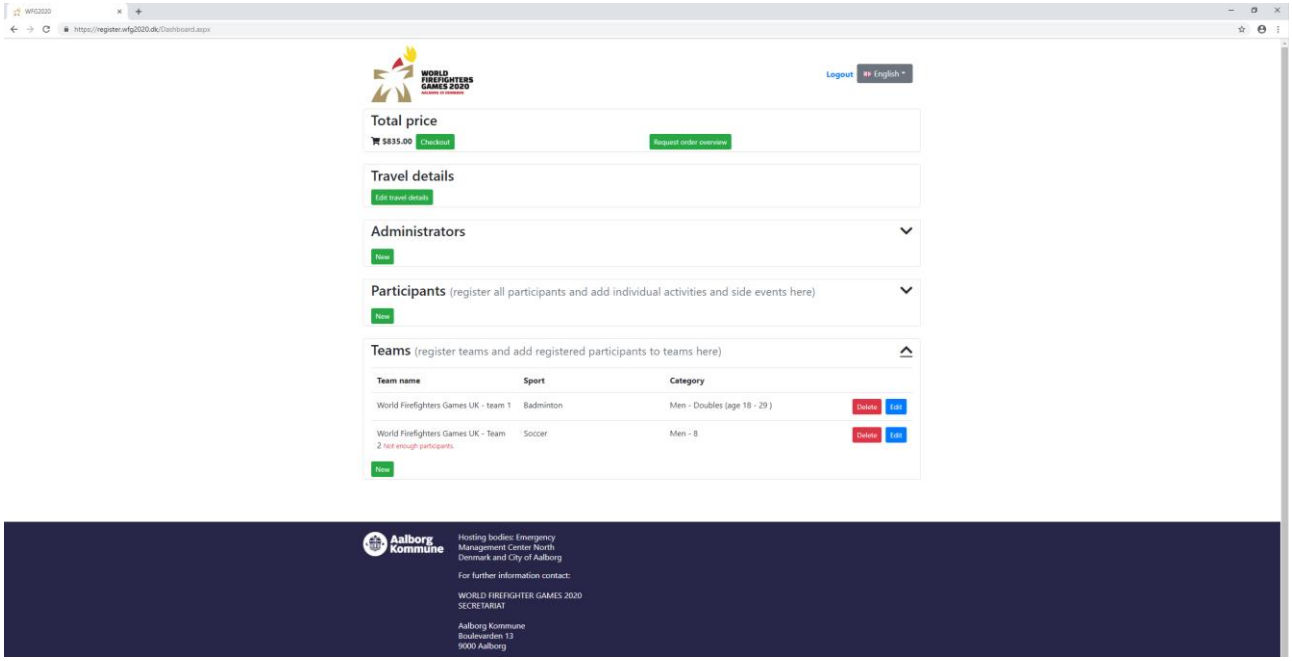
To add players to the team, click ”add team members”. Now the registered competitors in the right sex and age group who can compete in the chosen activity will be visible and can be added to the team.



Choose competitors and click ”add team members”

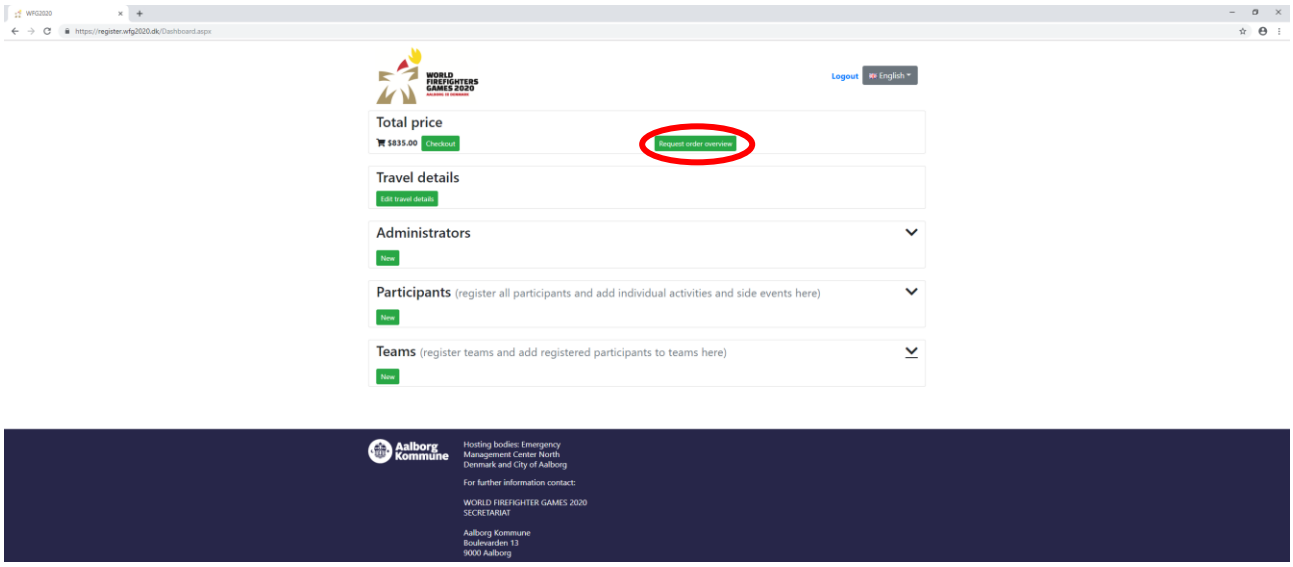


On the general overview the registered teams are now visible – there will a red caption if the teams need players/participants to meet the requirements. It is also possible to edit and delete teams via the general overview.



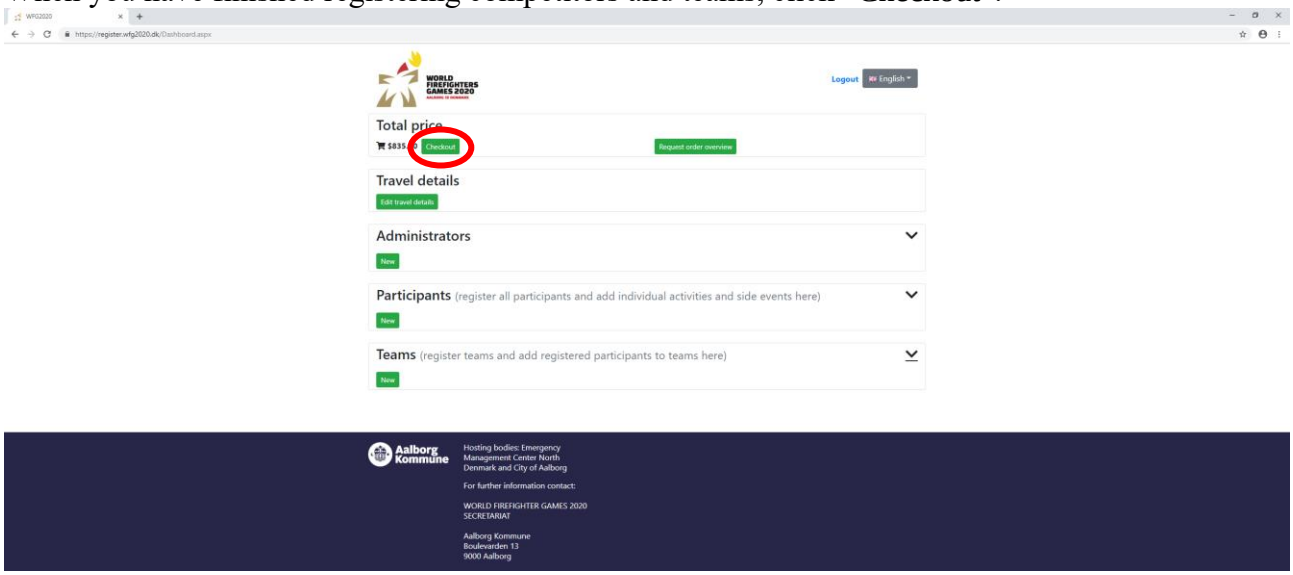
Request order overview

By clicking ”Request order overview” you will receive an email with the total information about which competitors and teams you have registered for the World Firefighters Games 2020.

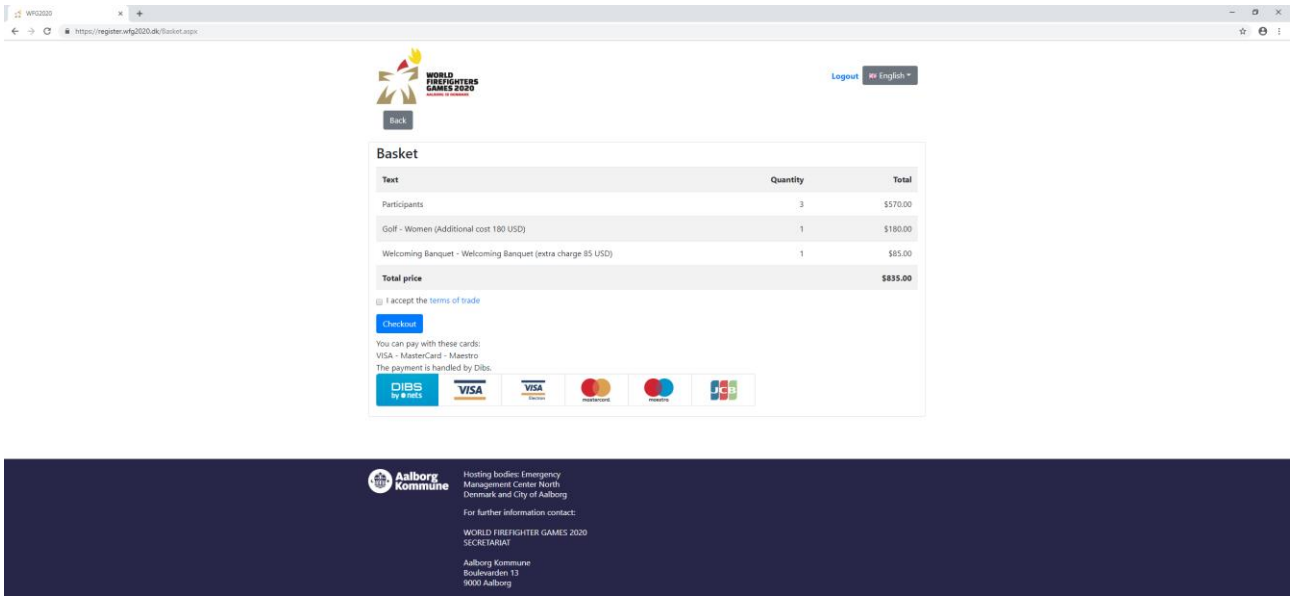


Payment

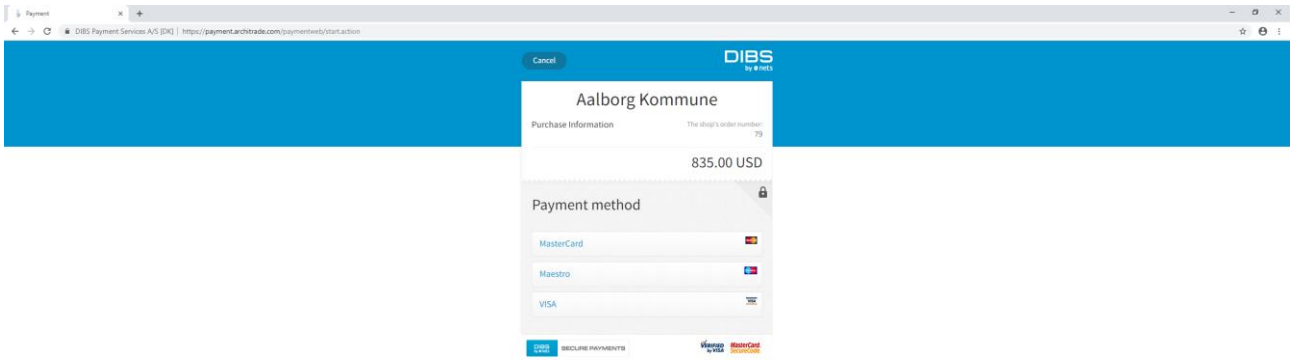
When you have finished registering competitors and teams, click ”Checkout”.



On the checkout page you will see an overview of the number of registered participants, non-competitors plus entries in golf and participants in the welcoming banquet. Both charges an additional fee.



Click "Checkout" to go to payment. Here you can choose credit card and fill out your card information in order to complete the payment.



Following the payment you will receive two receipts. One with an overview of the amount that has been paid and one with an overview of the registration(s).

Changes in the registration after the payment

It is possible to make changes in the registration(s) after the payment. If the changes result in additional fees or a refund this will be visible in the basket.

Cancellation by the participant before April 5, 2021 – the refund will be 100 %
Cancellation by the participant from April 5 – 19, 2021 – the refund will be 50 %
Cancellation by the participant from April 20 – 30, 2021 – the refund will be 25 %
In case of cancellation by the participant from May 1, 2021, the fee will not be refunded.

In case of cancellation of participation, corrections must be made in the registration. Remember to go to the checkout where you need to press the refund button to cancel the registration. In addition to this the participant must send an email to wfg2020@aalborg.dk, where the participant must provide the organizers with IBAN number and Swift code to refund the payment. Please write the following as subject line in the email: Cancellation of registration for orderID XX (The orderID can be found on the receipt).

In case of cancellation due to force majeure the organizer cannot be held responsible and any costs associated with the event will not be refunded.

Support

In case of questions regarding the event please contact the organizer via e-mail wfg2020@aalborg.dk. You can also find further information on the website www.wfg2020.dk.