



USA Triathlon Race Directors New Membership FAQ

The new membership product will launch January 16, 2024

Annual Memberships

For athletes who are currently annual members of USA Triathlon what happens to their existing membership?

- All annual memberships will seamlessly migrate to a Silver level membership. Athletes will not need to do anything unless they decide to upgrade to a Gold or Platinum level which they will be able to do in the USA Triathlon Membership Hub. The cost of the upgrade will be automatically prorated against the amount of time currently remaining on their existing membership.

What about youth events and memberships?

- Youth annual membership remains at \$10
- Youth and Junior Premier product is offered in 2024 for \$30
- Young Adult product is offered in 2024 for \$40

One Days (Bronze Membership)

USA Triathlon is shifting our baseline product – Former one-days will become the “Bronze” membership, good for a single event access and support, and there will be variable pricing based on the race distance. Athletes purchasing a bronze membership will get the following benefits:

- **Race Access:** Covers competition in one USA Triathlon sanctioned event: either a sprint/super sprint, Olympic, or Long Distance/Ultra
- **Track your progress:** results loaded to USAT website
- **Keep you safe:** provides accidental medical coverage during your single event
- **Discount on upgrade** to Silver/Gold/ Platinum membership

What is different about the new Bronze Membership?

- Based on Race Director feedback, the new Bronze membership will have sliding pricing calculated based on the distance of the event. Super Sprint and Sprint Distance races will have a lower fee than historical pricing at launch and lower than International or Long course distances.

How are the bronze memberships calculated? Are they based on distance or the terms “Short, intermediate, long”? Do we take care of this in the sanctioning system?

- Yes - the sanctioning system accounts for the race distance and defaults to whether or not it is short, intermediate, long or ultra. You can use this information when setting up registration to correctly identify the race type/distance or race ID so your athletes see the correct pricing.



My event is already open for registration, how will this impact athletes who have already registered?

- There will be no impact for athletes who have already registered for your event. Previous purchases for one-days will be good for all distances of events for single-event Bronze access in 2024.
- Athletes who register after the new membership product launch (post January 16) will pay the new Bronze pricing that will automatically calculate based on the distance of the event they are registering for.

What do we tell athletes who purchased a one-day event license prior to this change?

- We will continue to honor all one-day event licenses purchased prior to this change and there will be no additional charges/refunds based on the difference of the new Bronze membership. Athletes may use their one-day fee as a credit for any of our new annual membership products.

How do we handle athletes who wish to defer the registration to another event or year and have already purchased a Bronze Membership?

- If the event director elects to defer an athlete to another race or to the following year there will be no difference in the cost of the Bronze membership. The one-day will follow their registration.

How do we handle the many times athletes switch the distance they are racing before race day and then those that wait until day-of to change their distance?

- In an effort to keep this as seamless as possible for launch for both athletes and Race Directors, if you are transferring the athlete within your system, you can simply just transfer them with no changes necessary on our end whether they elect to race a longer or shorter distance.

What happens to the one-day membership that is used for sanctioned clinics? Prior one-day membership was good for all sessions within a 90-day period. Does that change and at what level?

- The bronze membership is tied the event, not a specific day, so an athlete will be able to use their membership for the entire clinic
- The pricing of a bronze membership for a sanctioned clinic will be \$18

How does this impact Ironman Events?

- Long-Distance and Ultra-Distance Bronze membership pricing will be \$23 for 2024.

Relays

What does the bronze membership look like for relays?

- Individual relay members (who are not annual members) will be charged \$6 per relay leg. If they are an annual member at the time the event takes place, no further payment will be necessary.



- Anyone who has already registered for the event will have no additional price changes and will not be impacted. If your athletes have additional questions, they can e-mail service@usatriathlon.org

When creating our sanction application do we need to add a relay race type for each distance including if we have a duathlon and triathlon relay?

- You only need to create one relay race type per sanction application. You will map all relays for your event in your registration platform back to this relay race type in your registration (duathlon, triathlon, etc) to this relay race type to ensure participants pay the \$6 relay price.

Will we need to do anything for people who have already registered for relays?

- No. For anyone who has already registered nothing changes for them.

Can an athlete do two legs of a Tri relay?

- Yes, an athlete can sign up for multiple legs, they will be charged \$6 per leg of the relay they compete in.

Sanctioning/Technical Questions

My Events are already Sanctioned, so I am unable to edit or add Races, how can I go back to make these edits?

- Our customer care team can re-open this to help with any changes, e-mail service@usatriathlon.org

I have a Sprint but the athlete is being charged a higher fee than advertised, why?

- Most likely the race type/distance or race id is not set correctly in the registration platform – check to make sure your registration is setup with these new fields.
- Contact eventservices@usatriathlon.org if you see the Bronze membership fees not being calculated properly or do not see the ability to set your race type/distance or race id in the registration platform.

If there are issues who do I send my athletes to?

- service@usatriathlon.org

What happens if my registration company hasn't finished the work on the changes by January 16?

- If your registration company has not finished the development work for the new membership product by our launch date then the cost of a Bronze Membership will default to the long/ultra distance level (\$23).

For athletes who want to upgrade or who are having issues or concerns with the new membership products who do they contact USAT?

- Athletes can contact service@usatriathlon.org