

Operations & Registrations: Paul Barton (FGPC / Vancouver)

Focus: maximizing credibility; minimizing friction and financial risks

Race registrations

- Must be easy to find and easy for user to process registration
 - CORA Race Calendar
 - Club website or Social Media page

Registration systems, Payment platforms

- Online forms (e.g. Google) and e-transfers
 - No cost and no processing fees but cumbersome for users and club (+++ followup for payments)
- E-commerce: Combines registration and payment all-in-one
 - Basic ecommerce platforms offer free or minimal cost (\$5 per month) “shopping carts”,
 - Web domain registration if necessary (e.g. Webnames.ca for a domain that ends with .ca around \$30.00 per year)
 - Payment processor fees (e.g. Square – approximately 3%)

Data management

- Online forms and spreadsheets (e.g. Google Forms and Sheets)
 - Registration and payment records - manual transfer from payment system (.csv file)
 - Roster submissions (Google forms)
 - Roster documents provided to teams (Google sheets)
 - Waiver submission and CORA membership completion record

Advancement systems for head races vs heat formats

- Head races - simple sheet with no advancements (e.g. FGPC V12 to V21 event)
- Advancements - complex sheets with advancement formulae embedded (e.g. FGPC Kan U Hakit)

Ongoing team support

- Clear point of contact for team captains for roster changes, waiver and CORA completion
- Helping team captains before race date prevents race day problems

Refund policies

- Most of the work of race preparation occurs before the event date, so refund admin fee must reflect expenses already incurred when a crew withdraws.
- No last minute refunds – withdrawals close to race date are not refundable, even due to safety or weather reasons