

FAQs



1. What time should I arrive? Arrive 30 min. - 10 min. prior to the event, to provide enough time for the registration of each child. No need to come any earlier. We will start at the exact starting time as per your booking. If you arrive late, our team will already be on the course and are unable to register your child(ren). In that case, please stand at the finish line with your child/ren and wait for a staff member to come over to assist you. Children without their participation wristband may be sent off the course.
2. What are my transport/parking options getting to the event? We are in the rural part of Baldivis and public transport is not an option. PLEASE carpool where possible as we have limited parking. Upon arrival we have a parking team available. Please follow their instructions as they park you in a particular way to ensure easier exit when the event is finished.
3. Can I help just my child, join in, or do the course with my child? No. This is a kid's event for participants between 5 - 14 years. Our awesome team will coach and assist the children on the course. However, there are volunteering opportunities to help ALL the children. No parents, other than those volunteering are allowed in the obstacle course area. If you like to do the course with your child, please book a family ticket for the Family Event or organize a private session.
4. My child (may) need additional support? It is the parents/ guardian's responsibility to let the XLR8 team know prior to booking, if there is any reason (medical, physical, emotional, other) why a child(ren) needs additional attention or support. We will discuss the details with you, for the XLR8 team to assess if the additional support can be provided by the XLR8 Team or other options (for example a Support Worker). We will do everything in our ability to do so by for example additional trained staff.
5. Am I allowed to drop off my child and go? No, we strongly recommend staying to support and encourage your child from the spectator's area. Bring a picnic mat or camping chairs and enjoy!! If for some reason you are unable to stay you must come and tell the officials of XLR8 and provide them with your name, your child/ren name/s and your contact number in case we need to get hold of you.
6. If the child is finished can we go immediately? We reward every child with a personalized certificate so we hope you can stay behind till all the racers have come over the finish line and until we present each child with their certificate.
7. What you cannot bring to the event? Alcohol, pets, smokes (incl. e cigarettes), whistles, sirens, music, party poppers, blowouts. We kindly ask you to put your rubbish in the bins after you've finished with them, in protection of our beautiful wildlife.
8. What should I wear? You MUST wear closed, supportive shoes (no wellies, no football boots with studs, no crocs). It is recommended that you wear long pants and long sleeves (no jeans) that the child can climb in (does not restrict movement), no jewellery and long hair tight back (low). Bring plenty of water, towel, and clean clothes & shoes for after (plastic bag to put the wet clothes in). We strongly recommend, NO hats (certainly not one with a string around the neck). The wind often plays with the hats. The child trying to grab the hat whilst climbing is a danger, rather than a protection.

9. Will the event be cancelled due to weather conditions? No, the wetter the better, the kids love the mud!! During the hotter summer months, the kids will cool down with the sprinklers on, we recommend drinking extra water.

10. Is my registration/ticket transferrable? No.

11. Can I update my registration information? No, please contact us via email: baldvisfitness@gmail.com if you are unsure. If you don't, we may not have the correct certificate for the child or we may refuse the right for entry.

12. Do I have to bring my printed ticket to the event? No, we have your details through the purchase of the ticket.

13. What is the refund policy? It's simple; we don't have one. There is a lot of preparation going into the organization of these events and we are confident that you will understand that we are unable to offer a refund.

14. The name on the registration/ticket doesn't match the attendee. Is that okay? No, unless you are the parent/ guardian and you have completed the booking using your own details. In that case, please email us with your name and the name of the participating child and we will change it for you. We must receive your name change one day prior to the event or we correct the name on the certificate via wipe out.

15. Are there ID requirements or an age limit to enter the event? We will not ask for ID - we trust you will contact us if your child is outside of the age limit of 5 - 14 years old to enter the event. If you don't, we may refuse the right for entry.

16. What happens if I leave (some of) my belongings behind? You can contact us and collect it at an agreed date and time within 4 weeks. We will not mail or drop it off to you.

17. When will I have access to the photos? Hundreds of photos will be taken, but only IF we have the consent of all parents/ guardians and sufficient staff members (if children need help on the course than that will always take priority over photos). The photos will be edited and published on XLR8's Facebook page within a week after the event date:

<https://www.facebook.com/operationxlr8>

18. What if I do not want my children to be photographed? We understand there are certain circumstances that prohibits photos to be taken of some children. That would in principle mean that we do not take photos at all, and ALL children will lose out on photos. With so many children running on the obstacle course it would be impossible for us to detect the one child we cannot take photos of. However, if the child wears something bright or otherwise noticeable, we will be able to spot the child and might be able to work around it. PLEASE contact us ALWAYS before the event date if you do not wish photos to be taken of your child and we might be able to discuss this option with you!

19. Do I have to fill out a waiver form? No. Through the purchase of the ticket you agree to the stipulations, requirements, and liabilities of XLR8 Obstacle Course Event and waiver form. This form can be found on our website: www.baldvisfitness.com.au and a copy is also available here on the Event online booking site.