UK - START TIME FAQS

Will start times be enforced?

Yes, you will need to bring your start time confirmation email to enter Mudder Village. This will be sent approximately 9 days before event weekend and is needed along with your participant ticket, photo ID and waiver. Start times will be uploaded the week before the event and available here. If you did not receive the email it is because you have unsubscribed to Tough Mudder emails. You may print a screenshot of your start time from this page in lieu of your start time confirmation email if you did not receive it.

What does my start time mean?

What time should I get to the event? Your start time is the estimated time you will enter **the Warm Up area** and start your Tough Mudder course experience... We suggest arriving 1-hour before your assigned start time to ensure you can check in, drop your bag, get face-marked and head to the Warm Up area (10 min before your allocated time)... If you show up after your wave has left the warm up area you will be moved to the Standby* area and enter the next available wave.

*defined below

How do I make sure I get the same start time as my friends?

If your team did not register officially through our website, you will not be assigned the same start time as your friends (there's no way for us to know you're a team otherwise!). Teams must have been created two weeks before the event (two Monday's prior) for all members to be assigned together.

(See instructions for creating a team below)

What if I missed the team creation deadline?

If you are in a team but have not registered correctly, head to the Start Time Lookup tent at the event. We will gather your team and move you to the Standby area where you will run together in the next available wave.

What if my friend signed up as a participant after the deadline?

Participants that purchase(d) a ticket after the two-week deadline can join an existing team and will be uploaded into the Start Time Lookup Tool by the Friday before the event weekend. Individuals that are joining a team will receive the team's start time. Individuals that are not joining a team will be added to the next available start wave.

What if I don't like my start time?

We cannot accommodate specific start time requests, nor can we change start times once allocated. We can only allow a certain number of participants on course at any given time to ensure a smooth and safe event – to facilitate this, participants are allocated start times evenly spread across the day. For this reason, we cannot accommodate requests for preferred times, but will make sure that you and your teammates are assigned to the same start wave and can run together.

If I show up early/late for my start time, what happens?

If you show up EARLY: We will have a standby area that you can wait in. When space becomes available, we will allow you into the next start wave, but we cannot guarantee you to start until your

assigned wave time. If you show up LATE: If the final wave has not gone out and the course is still open, we will have a standby area available, however, the only time we can guarantee will be at the end of the day as we must allow all participants with their assigned start times through first.

If I am in a Corporate Team how do I know my start time?

Your team leader or group captain will be given the start time and they will be responsible for collecting and allocating start time places at the event upon arrival.

I bought my ticket the day before or the day of the event – now what?

No worries – head to the Start Time Lookup tent for Start Wave assignment. We have a small number of spots reserved for those that sign up late. Please plan to arrive no later than 9am as we don't want you to miss the last start wave out on the course. For more information, check out the Info Pack available on the event webpage the week of the event. If you are running as a team, we will do our best to accommodate you, but cannot guarantee you will run together if it is a large group.

What if I am a Season Pass holder?

Again, not too worry. We have a small amount of spaces that will cater for Season Pass Holders. Just head to the Start Time Lookup tent on site and we will get you in the next available wave.

Can I run multiple laps?

If you would like to run multiple laps, head to the standby area after the completion of your first lap. You will be let into the next available start wave. If you have received a start time that does not allow for multiple laps, please report to the Information Tent at 7:00am for re-assignment. There will be a limited number of spots held for individuals on a first come, first serve basis.

How do I create a team?

1. Log in to your EventBrite Account here: eventbrite.com/gettickets
2. Enter the email address you used to register for the event.
3. Enter your password. (If you've forgotten your password, click 'Forgot Password?' An email will be sent to your email address to set your new password.)
4. Once logged into your account, hover your mouse over your name in the upper right hand corner and click 'Tickets.'
5. Click on the event you would like to manage and then click the 'Join Team'; button on the upper right hand side of the page.
6. Select 'Create a Team', enter a team name, and click 'Check Name.'
7. If accepted, you can then create a password.
Then click 'Continue.'
8. Verify that all of the information shown is correct and if so, click 'Continue Transfer.' If not, click 'Start Over' to begin the transfer process again.
9. You can now see your updated registration under 'Tickets.'

How do I join a team?
To join a team follow steps 1-5 listed above for 'How do I create a team?', then follow the below steps.

1. Select 'Join a Team', search for the team you are joining and enter any applicable team

password. Once you have selected the team, click 'Continue.'
2. Verify that all of the information shown is correct and if so, click 'Continue Transfer.' If not, click 'Start Over' to begin the transfer process again.
3. You can now see your updated registration under 'Tickets.'

Standby Area:
A holding area where participants who miss their start time or wish to run as a team will be held until space is available in the following start wave. There will be a short wait however, we will make sure to get you out on course, together as a team, as soon as possible.