I just updated my times, however I can't see them on the leader board.

Our leader board is updated manually and is updated at roughly 12pm, 6pm and 10pm each day of the race. Please check back later to see if your results are on there. If not, then please do get in touch.

I've uploaded my pictures, but my times aren't on the leader board.

The photos you uploaded are simply verification for the times you need to enter. Please go onto your MYEVENTS page and click the blue EDIT REGISTRATION button to enter your times.

Also please make sure you are keeping it in the hh:mm:ss format, if there is a full stop instead it will cut off your time. Once you have done this, your times will show on the next leader board update.

Why was my picture refused?

You need to make sure your picture includes the distance and time so we can use it to verify the time you have submitted. Also, please make sure you are also submitting the right photo for the right leg (e.g. if your Run 1 leg is a 10k, please submit your 10k run, even if you do it last).

Do I have to do the legs in the correct order?

You can do your legs in any order you would like, we just ask that you submit the right distance with the right leg (e.g. if you're doing the Sprint Distance but do the 2.5k run first, please still enter your time and upload your picture into the Run 2 slot).

Why is my time showing 9:59:59?

The 9:59:59 time is a holding time until participants have input their final times. Once the leader board is updated, your correct time will show

I can't see where to upload my second run?

This might sound odd, but try scrolling down on the bit where you upload your documents. It's hidden underneath and doesn't look like you can scroll!

Do I have to do the Duathlon over three days?

You can split the duathlon over the three days, or do it all in one go. When registering, make sure you check the right one to let us know, and then simply go out and enjoy yourself!

Don't see your question here?

Please could you email our Customer Support Team at support@castletriathlonseries.co.uk and we will be able to help you out with your problem.