

## **REFUND POLICY**

### REFUND YOUR ENTRY:

Requests for refunds must be notified in writing to the organisers:

[aucklandmarathon@ironman.com](mailto:aucklandmarathon@ironman.com)

Entry fee refunds requested up until midnight Sunday 28<sup>th</sup> July 2019 will receive 50% of their entry fee. Entry fee refunds requested from Monday 29<sup>th</sup> July 2019 up until midnight Sunday 8<sup>th</sup> September 2019 will receive 25% of their entry fee.

Unfortunately, entry fees are non-refundable from Monday 9<sup>th</sup> September 2019 and we cannot refund entry fees after this date

Certificates, Transport Tickets, iTabs and all event merchandise are non-refundable and non-transferable.

### TRANSFER YOUR ENTRY TO SOMEONE ELSE

Participants can transfer their race entry to someone else up until 5pm Thursday 17<sup>th</sup> October 2019, using the approved transfer process. No transfers will be accepted after this date.

It is not permitted to transfer your race entry to someone else other than through this process, including on Race Day.

It is very important for health and safety reasons for us to know the correct identity of every athlete on course, and accordingly it is strictly prohibited to race under another person's race bib.

Any athletes caught doing this will be disqualified and may be prevented from entering future events.

A transfer fee of \$25.00 will be charged to the withdrawing athlete.

It is not possible to transfer your entry to someone else to a different distance event (I.e. Full Marathon to Half Marathon).

All transport tickets are non-transferable and non-refundable. The person purchasing the transferred entry will need to purchase new transport ticket at the time of the online transfer.

To transfer an entry to someone else the initial registrant goes to [myevents.active.com](http://myevents.active.com) and logs in using their active.com account, finds the registration they wish to transfer and clicks the link 'Transfer the registration to another athlete', and then follows the necessary steps. Please note: the receiving athlete will need to pay for the entry fee in order for the transfer to process, then the original athlete will be refunded their entry fee less the \$25.00 transfer fee.

### TRANSFER YOUR ENTRY TO A DIFFERENT EVENT DISTANCE

Participants can request to transfer their entry between different race distances until registrations close or until the race is sold out. Once the race distance is sold out and entries have closed to that event, no transfers will be accepted.

A transfer fee of \$25.00 will be charged for all transfers between race distances.

If you decide to upgrade your event to a longer distance and space is available, you will need to pay the difference in entry fees.

If you decide to downgrade your event to a shorter distance event and space is available, unfortunately we are not able to refund the difference in entry fees.

If you would like to transfer between race distances, then please email us at [aucklandmarathon@ironman.com](mailto:aucklandmarathon@ironman.com)