

# 2019 PEMBROKESHIRE TRIATHLON CLUB EVENTS

## *Transfer & Refund Policy*

Our transfer & refund policy is designed to be fair to everyone, whilst ensuring that our events team can focus on delivering a great event, especially in the crucial few weeks leading up to each event. We are providing you with 2 options if, after entering, you find that you cannot take part (e.g. through illness or injury). The earlier you make a decision, the more likely you are to find someone to take your place, or the higher your refund amount will be. Please note:

- We do not do transfers between events
- We do not do transfers from one year to the next

### **OPTION 1: TRANSFER TO SOMEONE ELSE (our preferred option, you don't involve us!)**

#### Up to midnight on the Friday 2 weeks before the event

You can transfer your place to someone else, and receive a full refund (minus the Active online fee which is non-refundable). You do this through your [Active account](#) (our online entry partner). You will have set up an account when you entered the event, if you didn't already have one. Please follow [these instructions](#). As you will see from the footnotes, you can only transfer places in the same category, so for our events this means:

- Individual entries cannot be swapped for relay entries (e.g. Broad Haven)
- You cannot swap between the 10k & Half Marathon for the Dale event

Please [e-mail us](#) for help us if you need to do either of these things.

Relay Teams: if you need to update details of your team members, this is the time to do it.....

#### Less than 2 weeks until the event

We will place a transfer form on the event web-page. You need to find someone to take your place, and then they print off the form, fill it in, and bring it to registration at the event itself. There will be a £5 charge for this on the day, plus whatever fee you agree to sell your place for (we would not expect any places to be sold for more than face value).

TIP: if you can't find a friend or relative to take your place, we suggest Facebook users join the [Pembs Tri Club Chatter](#) group and advertise your place there – our events always sell out & there are always people looking for places once they have.

### **OPTION 2: REFUND**

If you would like a refund, the following will apply:

- 2 calendar months or more before the event, you will receive your original entry fee, minus a £5 administrative charge & the Active online entry fee (which is non-refundable)
- Between 1 & 2 calendar months before the event, you will receive 50% of your original entry fee, minus the Active online entry fee (which is non-refundable)
- With less than 1 calendar month to the event, no refunds are provided (but you can of course still try and find someone to take your place).

If you definitely want a refund, please [e-mail us](#), putting **WITHDRAWAL & the name of the event** in the e-mail subject. As soon as possible after receiving your e-mail, we will cancel your entry, and a refund will be processed as above, either by a bank transfer (please provide your bank details in the withdrawal e-mail) or a cheque in the post (please provide your postal address).

