

PEMBROKESHIRE TRIATHLON CLUB EVENTS

Refund & Cancellation Policy

Last updated 1st October 2021

Our refund and cancellation policy is designed to be fair to everyone, whilst ensuring that we can focus on delivering a great event, especially in the crucial few weeks leading up to each event.

IF WE CAN NO LONGER PUT THE EVENT ON....

In the unlikely event that we cannot deliver an event that you have entered, the default option will be that you will be transferred to the rearranged event (be that in the same or the following year). If you would prefer a refund, we will refund the entry fee but not the Active registration fee which is non-refundable.

IF YOU CAN NO LONGER TAKE PART....

We are providing you with two options if, after entering, you find that you cannot take part (e.g. through illness or injury). Please note, for a number of practical reasons:

- 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 Saturday ONE week 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](#). Please note: an email goes to the person you are transferring to, they enter & pay, and then you get your refund.

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 cannot find someone to take your place and would like a refund, the following will apply:

- One or more calendar month before the event, you will receive your original entry fee, minus a £10 administrative charge
- With less than one calendar month to the event, no refunds are provided (but you can of course still try and find someone to take your place, see above).

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).