

PEMBROKESHIRE TRIATHLON CLUB EVENTS

Cancellation, Transfer & Refund Policy

(Last updated 27th October 2022)

Please note: this document is published on each of our event pages and should be read by everyone **before** entering any of our events. Once you enter you are entering into a contract with us so please make sure you understand your options (set out below).

This policy is designed to be fair to everyone (as well as legally compliant), whilst ensuring that we can focus on delivering a great event, especially in the crucial few weeks leading up to each event, rather than dealing with endless e-mails!

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

In the unlikely event that we cannot deliver an event, you will be transferred to the rearranged event (be that in the same or the following year). If you would prefer not take part in the rearranged event, we will refund the entry fee in full. Alternatively, you can transfer your place to someone else (see below).

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:

- ***You cannot transfer between events***
- ***You cannot defer your entry to the following year***

OPTION 1: TRANSFER TO SOMEONE ELSE

Up to midnight on the Friday 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 and 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 50% of your original entry fee (including the booking fee)
- 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 as above)

If you definitely want a 50% 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). We prefer a bank transfer!