

PEMBROKESHIRE TRIATHLON CLUB EVENTS 2025

Cancellation, Transfer & Refund Policy

(Last updated 26th September 2024)

Please note: this document is published on each of our event pages and should be read **before** entering any of our events. Once you enter one of our events you are entering into a contract with us, of which this policy forms a part, 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 (for any reason), you will be transferred to the rearranged event (be that in the same or the following year). If you cannot take part in the rearranged event, or we do not offer a rearranged event, we will refund the entry fee, minus the Active online booking fee (this is non-refundable). Alternatively, you can transfer your place to the rearranged event to someone else (see Option 1 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 for any reason (e.g. through illness, injury, bereavement etc). Please note that, for a number of practical reasons, you cannot:

- ***Transfer between events***
- ***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 booking 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 and pay, and then you get your refund from Active.

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 their place there.

OPTION 2: REFUND

If you cannot find someone to take your place, you can obtain a partial refund. This is available from the moment you enter, up to one calendar month before each event. You will receive a refund of 50% your original entry fee.

To obtain a refund, please e-mail events@pembrokeshire-tri.org.uk, putting **WITHDRAWAL & the name of the event** in the e-mail subject. Please also include your bank account details in the e-mail (name, sort code and account number) so that we can process your refund by bank transfer. We will cancel your entry at the same time as processing the refund.

With less than one calendar month to the event, there are no refunds, but you can try and find someone to take your place and use Option 1 above.