

## **Xtra Mile Events Transfers/Withdrawals/Refunds Policy**

Considerable effort goes into producing an event such as a triathlon. From the moment we receive your entry we expend funds and apply them in good faith in relation to your entry. These costs include fees to the BTF, fees to our payment processing provider, products for goody bags and prizes, venue hire time, and general staffing costs – for example, a significant amount of administration and practical work also starts the moment you enter and continues up until, and even after an event.

In respect to any request for a race transfer, withdrawal, and/or refund, we will implement the following policy:

### **Refunds**

Refunds will not be issued after a Race Entry has been submitted. However, under certain circumstances, we will happily transfer your entry to another event in the same year, or defer it to the same event the following year. We are very sorry if not giving refunds sounds harsh, but you will find that other organisers will only provide you with a credit note for half your fee and/or do not allow race transfers in the same year at all – so at least we are not that harsh!

### **Withdrawals:**

A withdrawal from an Xtra Mile event can be made at any time prior to an event. Please let us know of your withdrawal in writing as soon as possible (e-mail to [info@xtramileevents.com](mailto:info@xtramileevents.com)). If your e-mail is dated at least 21 days before the date of the event you have entered, and you are withdrawing, you can request a Race Transfer to another event (instructions for how to do this are below).

### **Transfer your entry to someone else:**

Please note that you cannot transfer your entry to anyone else – this includes race day transfers at any Xtra Mile events, even if a registered athlete is a "no show" and a slot is available. We do not allow you to transfer your entry to anyone else for insurance reasons, medical reasons, legal and safety considerations, the amount of administration involved, and for event management.

### **Transfer your entry to another Xtra Mile Event:**

We do allow race transfers to other Xtra Mile Events. A race transfer is defined as transferring a competitor's Race Entry from one Xtra Mile event to another Xtra Mile event for any reason (injury, unexpected calendar conflict, etc.)

A race transfer can occur under the following conditions:

The request to transfer out of a race must be made in writing 21 days or more prior to that scheduled event date (e-mail to [info@xtramileevents.com](mailto:info@xtramileevents.com)).

No transfers will be allowed outside of this deadline.

The fee for a race transfer is £10.00 and this must be received before the 21 day window for transfer expires.

Where the race being transferred to is more costly than the race being transferred from, this difference must be paid before the Race Transfer can be accepted.

Where you are transferring from a *standard distance triathlon* to a sprint distance, duathlon or run race which costs less, there will be no race transfer fee.

A request to transfer to another race is no guarantee of a place in the requested event, as places in all events are subject to availability. If you request to transfer to another event, but it is full, we will let you know and you will need to request another event to transfer to.

Transfers can be made to any other event race in the current Xtra Mile Events calendar under these conditions. Entrants can transfer to an event in the following year, but the Race Organiser reserves the right to refuse such requests – e.g. when an event may not run the following year.

Transfers three weeks away from an event can be managed, but under the 21-day limit a transfer causes considerable issues both monetarily and organizationally as e.g. participant packs have been prepared, race numbers ordered, and much of the logistics relating to number of bike racks, electronic timing chips and other race amenities have begun too. Sorry, but this is why we have the 21-day cut-off period.

**How to make a withdrawal and/or transfer to another Xtra Mile Event:**

Email us at [info@XtraMileEvents.com](mailto:info@XtraMileEvents.com) and provide us with the following details:

Name:

Date of birth:

Name of Event you are withdrawing from:

Would you like to transfer to another event?: Yes / No

If yes, please state the name of the event which you wish to transfer to:

Which year is the event you wish to transfer to (this year or next year):

When we have confirmed (via e-mail) that you may enter the alternative event of your choice, please send a cheque for £10, made payable to “Xtra Mile Events”, as your transfer fee to:

**Xtra Mile Events**  
**180A Ashley Road**  
**Hale**  
**Altrincham**  
**WA15 9SF**

We will then e-mail you to confirm receipt of your payment and confirm your entry into the event of your choice.

Thank you very much for your understanding of this policy.