

Whitsunday Trail Fest (WTF)

Refund Policy

Due to the fact that a large part of the cost of organising the event has been incurred long before entries open, large number of emails, correspondence, time it took to deal with these and the large number of runners asking for special treatment we are unable to offer **FULL** refunds. Please keep this in mind before signing up for this event.

- For requests for refund to be made before 1st April, 2020 a 75% refund will be provided. Or, if requested before 1st April, 2020 we can offer a transfer of 80% of your fee toward the 2021 WTF, in which you will have to pay the difference for the follow year's event. Fees paid can only transfer to 2021. No additional transfers to other years or races are allowed. Register Now fees are non refundable.
- From 1st April to 31st August, a 50% refund will be provided or you can transfer 60% of your fees paid to the 2021 WTF race. Fees paid can only transfer to 2021, no additional transfers to other years or races are allowed.
- After 31 August, 2020 no refund or transfers will be given. No exceptions, for any reason. No transfers of race entry fee to another race, next year's race or another runner.
- International refunds: We will deduct \$25 fee for the time and added expense of funds transfers internationally.

Please contact the Event Manager at info@runwhitsundays.com.au regarding refunds.

Upgrade or Downgrade in an Event

Participate who is wanting to upgrade to longer distant event, please place a request to the event manager at info@runwhitsundays.com.au no later than Friday 11th September 2020. It will be at the event mangers discretion regarding an upgrade to occur.

Please note, the participate will be required to pay the difference to the longer distance pricing.

If a participate is wanting to downgrade to a shorter distance event, please place a request to the event manager at info@runwhitsundays.com.au no later than Friday 11th September 2020. It will be at the event mangers discretion regarding a downgrade to occur.

Please note, the participate who is requesting a downgrade to a shorter distance, **WILL NOT** receive a refund balance of the difference between the pricing of the longer distance to the shorter distance.

Transfer to another participate

A participant is able to transfer their pre-registered entry to another participant for a fee of \$20.

It is the responsibility of the participant who is transferring their race details to the new participant to collect the initial payment for the event, from the new participant.

Please note, the new registrant must pay the \$20 transfer fee before a transfer of registered details can occur.

Please contact the event manager at info@runwhitsundays.com.au for payment of transfer and to supply the details of the new registrant.

Event Cancellation

The Event Organisers may change the advertised course without notice if the Event Organisers deem this necessary. The Event Organisers may cancel the Event due to serve weather conditions, been instructed by Department of National Parks QLD, Whitsunday Shire Council, QLD Police service or any other governing authority, safety considerations, terrorism or 'acts of god' and that in such circumstances the entry fee will be non-refundable.