

## 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 towards 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 1<sup>st</sup> April to 31<sup>st</sup> 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 next year's race or to 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 [admin@runwhitsundays.com.au](mailto:admin@runwhitsundays.com.au) regarding refunds.

### Upgrade or Downgrade in an Event

Participants are able to manage their registration via Register Now, if they are wanting to upgrade to longer distant event, please make the changes no later than Friday 11<sup>th</sup> September 2020.

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

If you need assistance with your registration to a longer distance, please contact Event Manager at [admin@runwhitsundays.com.au](mailto:admin@runwhitsundays.com.au)

If you would like to downgrade to a shorter distance event, the participant is able to make changes to their registration via Register Now. Please make changes no later than Friday 11<sup>th</sup> September 2020.

Please note, the participant who is making 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.

If you require any assistance with your change in registrations, please contact Event Manager at [admin@runwhitsundays.com.au](mailto:admin@runwhitsundays.com.au)

### 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 [admin@runwhitsundays.com.au](mailto:admin@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.