

ROTORUA EKIDEN REFUND AND TRANSFER POLICY



Refund Policy

50% team refund on cancellations requested before midnight on Wednesday 11 September 2019. Thereafter, there will be no refunds. No exceptions. Event caps for the members of every withdrawn team will be sent to the team captain.

No refunds are permitted outside of these conditions under any circumstances. We do not offer refunds for change of mind and encourage all entrants to take careful note of this prior to entering.

Note: there are no refunds of the individual portion of a team entry at any stage.

Transfer Policy

It is a condition of entry to this event that you do not allow your event number or timing chip to be used by any person other than the persons registered in your team. Having a person participate who is not a registered team member causes significant issues for us with managing event health and safety.

If we are able to establish the identity of an un-registered participant, in the case of un-registered transfers, they will be disqualified from the event and banned from future events. We take the safety of our entrants seriously and appreciate your understanding of this policy.

The online entry system allows each team manager/captain to update team members at any time at no cost. To ensure that we know everyone participating on the day - the deadline for making any changes to your team through our online entry system is 9pm Wednesday 9th October. Thereafter any changes need to be made at registration on Friday evening at a cost of \$10 per team member change.

In some cases, a personalised bib may have already been printed for the registered team in advance of the event. A replacement bib will not be issued so the new entrant will use the existing event number for the person previously registered. If you are concerned about having the incorrect name on your race number, feel free to cover it up with tape or marker pen.