



## **WEST MACS MONSTER CANCELLATION, TRANSFERS AND REFUND POLICY**

Applies for entries to the 2024 event and the years following

1. In the interests of the safety of competitors, officials, sponsors, volunteers and support staff, the race director reserves the right to cancel or alter the event in any way they deem appropriate to ensure that safety of all parties is maintained.
2. All monetary refunds offered will be less a \$25 or 5% administration and handling fee of the event entry fee paid, whichever is the greater value.
3. All refund cut-off dates are calculated to 9am on the Friday (the start of the first 231km event) of the event festival weekend. Therefore, if you request a refund 4 weeks out from the event, it will be Friday 9am, 4 weeks prior. (Even if you are entered in the 25km event which starts on Sunday)
4. A 100% refund (less admin fees) or 100% event credit transfer to only the following years' equivalent event can be given up to 12 weeks prior to the event weekend which starts at 9am on the Friday.
5. A 50% refund or 100% event credit transfer can be selected between six (6) weeks and two (2) weeks prior to the event weekend start day, Friday 9am
6. Any notice of withdrawal given within two (2) weeks of the event weekend start at 9am on the Friday, will not be eligible for any refund nor any event transfer credit.
7. Merchandise is not refundable.
8. Any transfers of entries between race categories or people will attract a \$25 transfer administration fee.
9. Entries can be transferred to another person or event at any time up until Wednesday prior to the event. This is subject to availability in the new category, a suitable pre-qualification is uploaded and subject to there not being a wait list for that event category.
10. Refunds are of event entry fees only, and strictly not of any other costs that may be associated with your entry to the event such as, but not limited to accommodation, meals, car hire and travel. We suggest you ensure you have appropriate insurance for such occasions.
11. No refunds or credit transfers will be issued if transferring to a shorter distance. A transfer administration fee will still apply.
12. Any credit transfers to the following years' event are not subject to any re-imbursement or otherwise for early bird or other pricing changes.
13. Any credit transfers to the following years' event will be subject to additional bridging charges if the price for the following years' equivalent event increases.
14. Any event credit transfer is only valid for the following years' event unless authorised otherwise in writing by the Race Director.
15. Monetary refunds are only available for the year you have entered in. Credit transfers to the following years event are only valid for the following event. A credit transfer is not eligible for a refund of any type if the entry opportunity is not taken up in the following year. Entries may be transferred to another competitor in line with our transfer rules.
16. Entrants who have received a credit transfer to the following years' event, will be invited to enter via email prior to entries opening to the general public on October the 1<sup>st</sup> each year. A window of 1 week will be allocated for preferential entries. If you have not completed your entry by the public opening date and your category then sells out, then you will be placed on the waiting list after you have advised us that you have tried to enter but the event is full.
17. If an event distance is cancelled in part or in full more than two (2) weeks before the commencement date, all registered participants up to the date of such an announcement by the race organiser may receive a refund or event transfer credit, unless the cancellation is due to extreme weather or bushfire in the immediate lead up to, or during the event, in which case no refund or event credit transfer will be given.
18. If the NT Government/Department of Health etc impose restrictions at any time on large gatherings or events due to COVID-19 related issues, and the original event dates are cancelled, the event may be postponed and/or rescheduled. Entrants will have a priority credit transfer opportunity for the replacement event dates. If the priority entry is not taken up by the competitor without notification to the race director by the date advised by the email, then their place and entry fees will be forfeited. Another competitor may then enter in place of the competitor who did not take advantage of their preferential entry. If the competitor advises us that they cannot attend on the new dates, then a credit transfer to the following years equivalent event will be issued.