

SYDNEY RUN CARNIVALS

REFUND, TRANSFER & DEFERRAL POLICY

1. OVERVIEW

This policy outlines the circumstances for which a participant may request a refund after entering an event organised by Sydney Run Carnivals.

2. EVENT ENTRY REFUND REQUESTS

2.1- Refund requests received prior to event day

Refunds will be processed only in case of injury or illness and must be accompanied by a current medical certificate. Refund requests must be received no later than the day prior to event day. If the refund is accepted, it will be processed at 75% of the full entry fee paid (i.e. 25% administration fee charged). The administration fee is in place to cover the extensive pre-paid event services and costs that are not refundable to the event.

2.2- Refund requests on or after event day

Refund requests received on or after event day will not be permitted regardless of circumstances.

2.3- Refunds will not be made for any items that are NOT the entry fee, such as event merchandise and charitable donations.

Please see section 6 below for the process involved in applying for a refund.

3. ENTRY TRANSFERS

3.1- Transferring entries

Participants are able to transfer their entry to another event or to another participant in line with the conditions stipulated in Section 3- Entry Transfers (3.1, 3.2 and 3.3). **All transfers are to be completed via the Race Roster online registration platform** and occur no later than 11:59pm on Thursday of the week of the event

3.2- Transferring own entries

Participants who transfer their own entry can use the amount already paid as credit towards the new event, but will be liable for the difference in fees between the amount paid and the current price of entry (at the time the request is made). Entries transferred to an event that is less expensive than the amount already paid (e.g. from marathon to half marathon event) will NOT be entitled to a refund of the fee difference.

3.3- Transferring entries to another participant

Participants who would like to transfer their entry as credit to another participant are able to do so, but will be liable to pay a **\$5 administration fee**, as well as the difference in fees between the amount originally paid and the current price of entry.

4. ENTRY DEFERRALS

4.1- Participants are unable to defer their entry to the next event organised by Sydney Run Carnivals, regardless of circumstances.

4.2- Participants are unable to transfer their entry for credit to another event organised by Sydney Run Carnivals, regardless of circumstances.

5. EVENT CANCELLATION OR POSTPONEMENT

5.1- If Sydney Run Carnivals postpones or cancels the event (or part of the event), the affected participants will be contacted with further information.

5.2- Sydney Run Carnivals reserves the right to defer the participants entry to a subsequent event (either a rescheduled date or the next planned Sydney Run Carnivals event date).

6. APPLYING FOR A REFUND/TRANSFER

6.1- Refund requests must be made in writing to info@baysiderunfestival.com.au . Refund requests will not be accepted via phone.

The refund request must clearly state:

- a) The name of the participant

- b) The event date the refund request is for
- c) The event distance(s) the refund request is for
- d) Medical certificate (if applicable) as per clause 2.1.1

6.2- Refunds, if approved, will be processed within 10 business days of the request being received. Refunds will be processed onto the credit card used to process the original payment.

6.3- Refunds will not be made for any additional items purchased, such as event merchandise and charitable donations.

7. OVERRIDING DISCRETION

Sydney Run Carnivals may, at its discretion, vary, amend or grant exception to this policy if they believe it is in the best interest of the event, organisation or parties to do so.

8. FURTHER INFORMATION

For further information, please contact Sydney Run Carnivals via email:

info@baysiderunfestival.com.au