



# Smurf

## Endurance Sports Pty. Ltd.

### TRANSFER & REFUND POLICY

#### GENERAL REFUNDS

Smurf Endurance Sports Pty. Ltd. provides entrants in Smurf Endurance Sports events the opportunity to purchase refund protection through event partner **Race Roster**. During registration, participants are able to purchase refund protection for a cost of 1% of their ticket price.

The full terms and conditions of this refund policy can be found at <https://www.refundable.me/>.

Refunds outside of this, except for the terms regarding COVID-19 outlined below, **will not be granted**.

#### COVID-19 REFUNDS

Smurf Endurance Sports Pty. Ltd. operate along the guidelines outlined by the ACCC with regard to cancellation, postponement and subsequent rescheduling of events, particularly in regards to COVID-19. Follow this link to view details of the [ACCC - Consumer Rights & Guarantees](#).

In the event that a Smurf Endurance Sports event is impacted upon by COVID-19, the following policy will apply;

- Should the event be cancelled, participants will be issued with a credit for another Smurf Endurance Sports event or the same event in the following year
- In the event of postponement and/or rescheduling, participants have the option of attending the rescheduled event or may be issued with a credit for another Smurf Endurance Sports event or the same event in the following year
- If the event goes ahead as scheduled, but participants are unable to attend due to COVID restrictions in their own region/locality, they will be issued with a credit for another Smurf Endurance Sports event or the same event in the following year
- Any merchandise purchased will be posted to participants, however, may incur a postage fee.
- Any medals or event gifts (eg. Event hats, event soft flasks), will not be provided to participants until completion of the event the following year

NOTE: changes or allowances to the contrary are at the organisers discretion.

#### TRANSFERS OF ENTRY

In the event you are unable to secure a refund via Refund Protect (or did not purchase refund protection), there are other options to protect your entry;

- Transfer your entry to the following year's event
  - Transfers of this nature can be made up to the time of the event in circumstances such as injury, illness, travel issues etc. at the discretion of the race organiser
- Transfer your entry to the next available person on our waiting list (or to another person of your choosing if there is no waiting list)
  - Transfers of this nature must be made with a minimum of 72 hours notice prior to the event
  - It is the responsibility of the participant to secure payment if the transfer is to a person of the entrants choosing
  - The event organiser will assist in payment if the transfer is to a person on the waiting list



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Circumstances that in which a transfer of entry will be considered includes (but is not limited to);

- Injury
- Illness
- Travel issues (eg. Flight disruption, mechanical breakdown)
- Pregnancy or pregnancy complications
- Relocation
- Home/Family emergency
- Death of an immediate family member

The event organiser may require you to provide evidence of your circumstances confirming your grounds for transfer of entry.

### **TRANSFER OF EVENT DISTANCE**

Athletes may transfer to a shorter or longer distance at any point prior to their event date, including during check-in on the day of or prior to the event.

#### **For transfers to a shorter distance;**

- Transfers up until the closure of entries receive a refund of the difference between their original distance and their new distance (cost at time of transfer), less a \$10 administration fee
- Transfers after the closure of entries receive no refund for the change of distance

#### **For transfers to a longer distance;**

- Difference between entry fee for original distance to new distance (cost at time of transfer) must be paid

### **EVENT RESCHEDULE/CANCELLATION**

- Should the event be cancelled due to adverse weather, an emergency situation or any other situation, participants will be issued with a credit for another Smurf Endurance Sports event or the same event in the following year
- In the event of postponement and/or rescheduling due to adverse weather, an emergency situation or any other situation, participants have the option of attending the rescheduled event or may be issued with a credit for another Smurf Endurance Sports event or the same event in the following year