

Refund Policy

Whitsunday Trail Fest (WTF)

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 May (year of the event) a 75% refund will be provided. Or, if requested before 1st May we can offer a transfer of 80% of your fee towards the following year's WTF event, in which you will have to pay the difference.. Fees paid can only transfer the following year's event. No additional transfers to other years or races are allowed. Race Roster fees are non refundable.

From 1st May to 31st August, a 50% refund will be provided or you can transfer 60% of your fees paid to the WTF event. Fees paid can only transfer to the following year once, no additional transfers to other years or races are allowed.

After 31 August, 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 info@runwhitsundays.com.au regarding refunds.

Upgrade or Downgrade in an Event

Participants are able to manage their registration via Race Roster, if they are wanting to upgrade to a longer or distance race, please make the changes no later than the Thursday evening before the event.

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

If you need assistance with your registration to a longer distance, please contact Event

Manager at info@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 Race Roster. Please make changes no later than Thursday night . 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

info@runwhitsundays.com.au

Transfer to another participant

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 info@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 weather conditions, instructed by Department of National Parks QLD, Whitsunday Shire Council, QLD Police service or any other governing authority, safety considerations, terrorism, global pandemic or 'acts of god' and that in such circumstances **my entry fee will be non-refundable.**