

Xtra Mile Events Transfers/Withdrawals/Refunds Policy 2018 Season

Considerable effort goes into producing an event such as a triathlon. From the moment we receive your entry we expend funds and apply them in good faith in relation to your entry. These costs include fees to the BTF, fees to our payment processing provider, products for goody bags and prizes, venue hire time, and general staffing costs- for example, a significant amount of administration and practical work also starts the moment you enter and continues up until, and even after an event.

In respect to any request for a race transfer, withdrawal, and/or refund, we will implement the following policy:

Refunds:

Refunds will not be issued under any circumstances after a Race Entry has been submitted.

Withdrawals:

A withdrawal from an Xtra Mile Event can be made at any time prior to an event. If you are withdrawing at least 7 days before an event, you can request a Race Transfer to another event (instructions on how to do this are below) or substitute another person into your place. Within 7 days of the event, transfers or substitutions are not available.

Transfers your entry to someone else:

You can transfer your entry to another person up to 7 days before the event. Within 7 days of the event, substitutions are not possible. All substitutions must be done online and a £10 fee will be charged. To access your account, follow this link or copy and paste it into your browser <http://www.riderhq.com/mydetails>. Once logged in select 'Actions' and then select 'Substitute Someone Else'. You will then be required to enter some details for whoever is taking your place.

Transfer your entry to another Xtra Mile Event:

You can transfer your entry to another event in the same year or the following year up to 7 days before the event. Within 7 days of the event, transfers are not possible. All transfers must be done online and a £10 fee will be charged. To access your account, follow this link or copy and paste it into your browser <http://www.riderhq.com/mydetails>. Once logged in select 'Actions' and then select 'Move to' you will then see a list of any remaining 2018 and all of 2019 events. Please select the relevant event and distance and follow the on screen instructions.