

# **Somerset Rail Trail Classic 2024**

## **Event Refund and Transfers Policy**

Somerset Regional Council reserves the right to cancel the Event due to poor weather, natural disaster, health directives, or for any other reasons beyond Somerset Regional Council's control. If the Event is cancelled, the Participant will receive a full (minus a small administration fee) and automatic refund to the payment method used at the time of registration.

If the Participant is unable to attend the Event and cannot participate, and depending on the time period, participants may:

- (a) transfer their registration to another person, or,
- (b) request a refund, if within the relevant refund time period.

### **Transfer of registration**

Transfers of registration to another person can be made through the registration portal at any time, by the initial participant, up to 72 hours before the event.

### **Refunds**

A full refund is available until Sunday, 7 July 2024.

A 50% refund is available until Sunday, 14 July 2024.

No refunds from Monday, 15 July 2024.

Somerset Regional Council reserves the right to deny refund requests in the instance that a refund is requested less than one week prior to the event. If the Participant is sick, injured or unable to attend due to extenuating circumstances less than one week prior to the event, they may apply in writing with supporting information to Somerset Regional Council requesting consideration for a refund of their registration.