

Ultra Challenge Series

Cancellation Policy 2019

Your options upon cancelling from an Ultra Challenge Event are determined by the payment option chosen when you registered - **Self Funding, Charity Mixed Funding, or Charity Sponsorship:**

SELF FUNDING			
Time	Refund	Deferral	Substituting someone in your place
14 days after registration (cooling off period)	90% (100% minus 10% to cover admin fees incurred)	N/A	N/A
More than 4 weeks until the Challenge	75%	Yes - £0 deferral fee *	Yes - £10 substitution fee
Between 3-4 weeks until the Challenge	50%	Yes - £10 deferral fee *	Yes - £10 substitution fee
Less than 3 weeks until the Challenge	None	Yes - £10 deferral fee *	Yes - £10 substitution fee

MIXED FUNDING			
Time	Refund available	Deferral	Substituting someone in your place
14 days after registration (cooling off period)	90% (100% minus 10% to cover admin fees incurred)	N/A	N/A
More than 6 weeks until the Challenge	50%	Yes - £0 deferral fee *	Yes - £10 substitution fee
Less than 6 weeks until the Challenge	None	Yes - £10 deferral fee upon agreement with the charity to carry over your fundraising & reg fee to next year/another event *	Yes - £10 substitution fee upon agreement with your charity to transfer fundraising to new person



CHARITY SPONSORSHIP			
Time	Refund available	Deferral	Substituting someone in your place
14 days after registration (cooling off period)	90% (100% minus 10% to cover admin fees incurred)	N/A	N/A
More than 6 weeks until the Challenge	None	Yes - £0 deferral fee *	Yes - £10 substitution fee
Less than 6 weeks until the Challenge	None	Yes - £10 deferral fee upon agreement with the charity to carry over your fundraising & reg fee to next year/another event *	Yes - £10 substitution fee upon agreement with your charity to transfer fundraising to new person

**Deferrals are only available to the following year (2020) as a maximum – you cannot defer your entry for more than 1 year.*

If you decide to cancel your deferred entry, this will incur a loss of the registration fee paid on your original registration.

Cancellations:

To cancel your registration, please complete the following cancellation form:

[CLICK HERE to complete the cancellation form >>>](#)

Deferrals:

Please see the details in the cancellation policy to check if you are eligible for a deferral.

If you are eligible for a deferral and wish to defer to another event or an event next, please click the link below to complete the deferral form:

[CLICK HERE to complete the Deferral Form >>>](#)

Substitutions:

Please see the details in the cancellation policy to check if you are eligible for a substitution.

If you are eligible for a substitution, please click the link below to complete the substitution form - you will be asked for the name and email address of the person taking your place on the challenge, so please have this information ready:

[CLICK HERE to complete the Substitution Form >>>](#)

