

Cairns 50 Ultra

A Smurf & Smurfette Event



Cairns 50
#C50 Ultramarathon

REFUND POLICY

GENERAL REFUNDS

Smurf & Smurfette provides entrants in the Cairns 50 Ultra the opportunity to purchase refund protection through event partner **Refund Protect**. During registration, participants are able to purchase refund protection for a cost of 10% 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 & Smurfette 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 Cairns 50 Ultra is impacted upon by COVID-19, the following policy will apply;

- Should the event be cancelled, participants will be issued with a credit for Cairns 50 Ultra 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 Cairns 50 Ultra 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 Cairns 50 Ultra 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.

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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

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 day 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 Cairns 50 Ultra 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 Cairns 50 Ultra the following year