

## **ASICS Greater Manchester Marathon Transfers/Withdrawals/Refunds Policy**

Considerable effort goes into producing an event such as the Asics Greater Manchester Marathon. 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 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: This policy has been created in fairness to all the event competitors so that equal opportunity exists for registering for the ASICS Greater Manchester Marathon. There are no race day registrations or race day transfers for the ASICS, Greater Manchester Marathon, even if a registered athlete is a no" show" and a slot is available. This policy has been implemented in fairness to all other competitors who registered for the event, to ensure that events start on time, for legal and safety considerations, and for event management.

### **Refunds:**

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

### **Withdrawals:**

A withdrawal from the ASICS Greater Manchester Marathon can be made at any time prior to the event. Please let us know of your withdrawal in writing as soon as possible. (Please contact our customer services team via email- [info@xtramileevents.com](mailto:info@xtramileevents.com)).

### **Transfer your entry to someone else:**

Before 10<sup>th</sup> January 2017 you can transfer your entry to another runner. 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 next year's marathon:**

We do allow race transfers to the following year's marathon before 10<sup>th</sup> January. A race transfer is defined as transferring a competitor's Race entry from the Greater Manchester Marathon to the following year for any reason (injury, unexpected calendar conflict, etc.). 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 entry'. Then select the 2018 race. All transfers must be completed before 10<sup>th</sup> January 2017. After this date transfers are not allowed.

Thank you very much for your understanding of this policy.