

Please note that athletes who have postponed races due to the global COVID-19 pandemic are no longer eligible for a transfer / partial refund of the registration fee.

WITHDRAWAL

If you are willing to withdraw from the Citi Handlowy 5150 Warsaw, please consider that:

- 50% of the entry fee is paid back until March 11, 2023
 - 25% of the entry fee is paid back from March 11, 2023 until May 11, 2023;
 - no refunds are made from May 12, 2023.
1. Athletes who had deferred their registration from the year before are not eligible for any refund of the registration fee.
 2. Please note that all additional items purchased during registration will be refunded at 100% up until 45 days prior to the race except where they have already been sent to the athlete.
 3. One-day licenses can only be refunded in case of a withdrawal within the refund deadline. If you purchased a national triathlon license by your federation the one-day license cannot be refunded.
 4. Refunds will be transferred to the Credit Card you used during registration unless it is explicitly stated in the withdrawal request that you want a bank transfer. When transferring to a bank account the account holder and the athlete withdrawing must be the same person. If we refund to a bank account transfer, a transaction can take up to 8 weeks.

To withdraw from the competition, please fill [the form](#).

A partial refund of the entry fee is not possible for those who have registered using a voucher or discount code.

Licences and insurance purchased are non-refundable.

Withdrawals – FAQ

1. Can I get a full refund if I provide a medical certificate?

No. We will not make any exceptions for athletes that can provide a medical certificate.

2. I have booked my slot through Nirvana Europe and therefore have a Race Cancellation Insurance. How do I proceed to claim back my money?

Please fill out the withdrawal form and make sure you get in contact with Nirvana Europe to request the additional amount of refund

TRANSFERS

Citi Handlowy 5150 Warsaw is also included in the IRONMAN EMEA transfer program. Please read below to learn the details.

Transfers - Rules & Regulations

1. It is not possible to transfer from the Event to other events in the IRONMAN Series or the 5150 Triathlon Series or other athlete or to another year.
2. It is possible to transfer from the event to the Citi Handlowy IRONMAN 70.3 Warsaw taking place on June 11, 2023.
3. Transfer is possible until April 27, 2023.
4. The transfer must be reported via [the form](#).

5. If an athlete chooses to transfer, they forfeit their eligibility for a refund to the event they originally entered. Athletes will also not be eligible for a partial refund for the race they have transferred into.
6. In case of transfer, the athlete will be required to pay the difference of the entry fee to the applicable entry fee for which the athlete is transferring.
7. The possibility to transfer can be used only once.
8. If additional purchases (e.g. medal engraving or day license) have been purchased along with the original race entry, it cannot be transferred to the new race. Additional purchases will be refunded until 45 days prior to the race and can be repurchased in the transferred race.
9. A transfer is excluded for athletes who paid the entry fee (full or part) with a voucher credit balance.

Transfer Process

Step 1: [Fill out the transfer form](#).

Step 2: Once our team has processed the request, you will receive a personal registration link with which you have to confirm for finalizing the transfer. Please follow the instructions to complete the transfer (please also check your spam emails). If you are not eligible, our team will notify you via email.

Step 3: You will receive a confirmation email from active.com once your transfer is complete.

Transfer – FAQ

1. What if I have transferred to another race and cannot take part any longer?

Once you have completed the transfer, you are no longer eligible for any further options if you cannot take part in the race.

2. What if the event I want to transfer into sells out before I receive my registration link?

Once you have completed the transfer request your race entry is secured.

3. What communication should I expect after I request a transfer?

You will receive a confirmation once you have submitted your transfer request from Active.com. If you are eligible for your request, you will receive another email by Active.com containing your personal registration link for the transferred event. Please check your junk mails to make sure you complete your transfer by redeeming the registration link. After redeeming your registration link you will receive a confirmation of your transfer. If you are not eligible for transfer, our team will notify you via email.

5. Can I transfer to the same event next year?

It is not possible to transfer your registration from an IRONMAN race to next year.

6. Can I transfer my slot to another athlete?

No, A transfer to another athlete is not an option.

If you have any questions, please contact 5150warsaw@ironman.com