

## **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 9, 2024
  - 25% of the entry fee is paid back from March 10, 2024 until May 9, 2024;
  - no refunds are made from May 10, 2024.
1. Athletes who had deferred their registration from the year before are not eligible for any refund of the entry fee.
  2. Charges for additional services purchased during or after registration will be 100% refunded by 9 May 2024. If a service is provided, no refund will be made.
  3. 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.
  4. Starting kits purchased in full or in part with a voucher or discount code are not refundable.
  5. Based on Article 38(1)(12) of the Consumer Rights Act, the Athlete does not have the right to withdraw from the contract for participating in the event.

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

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.

### **Transfer**

1. It is not possible to transfer from the Event to other events in the IRONMAN Series or the 5150 Triathlon Series.

### **Transfer for IRONMAN Poland event**

1. It is possible to transfer from the Event to another event in the IRONMAN Poland series.
2. Transfer is possible until 9 May 2024.
3. If an athlete is transferring from a higher priced race to a lower priced race, the athlete will not be refunded the difference.
4. If an athlete is transferring from a lower priced race to a higher priced race, the athlete will be required to pay the difference.

5. It is possible to transfer purchased additional services (e.g., medal engraving, photo package) to other races. In the event that the service for the target event is sold out, the fee for the service will be refunded. Refunds for additional services are available until 9 May 2024.
6. The transfer can be used once per entry fee.
7. It is not possible to transfer to Event for which registration is already closed.
8. Races to be transferred into must have been open to the general public for at least 10 days.
9. Transfers are applicable to individual race entries only – entries purchased or provided through sponsors, charities, groups and free entries cannot be transferred.
10. 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.

#### 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](mailto:5150warsaw@ironman.com)