

## WITHDRAWAL

Withdrawal requests must be received through withdrawal form during the following time frames in order to be eligible for a partial refund.

For athletes who have registered within the first 90 days of general registration opening (until October 3, 2023) the following deadlines apply:

- 50% of the entry fee is refunded until February 9, 2024;
- 25% of the entry fee is refunded from February 10, 2024 until June 2, 2024;
- no refunds are made from June 3, 2024.

For athletes who have registered after the first 90 days of general registration opening (from October 3, 2023) the following deadlines apply:

- 50% of the entry fee is refunded until February 9, 2024;
- 25% of the entry fee is refunded from February 10, 2024 until April 25, 2024;
- no refunds are made from April 26, 2024.

1. Athletes who had deferred their registration from the year before are not eligible for any refund of the entry fee.
2. Please note that all additional purchases (e.g. medal engraving or day license) during registration will be refunded 100% up until the request deadline associated with the registration (i.e. by 2 June or 25 April), unless the item has been sent/delivered to the athlete.
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 [in 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 IRONMAN 70.3 Warsaw is also included in the IRONMAN EMEA transfer program. Please read below to learn the details.

## **TRANSFER**

1. It is possible to transfer from the event to other IRONMAN race.
2. The transfer option is available for IRONMAN events in Europe, Middle East and Africa (EMEA) only.
3. Upon transferring, athletes who have registered for a 2024 race within the first 90 days of general registration opening (until October 2, 2023) will not be charged a transfer fee. Athletes who have registered after 90 days of the initial registration opening (from October 3, 2024) will be required to pay a 39 EUR (or 28 GBP, 42 CHF, 372 SEK, 291 DKK, 355 NOK, 50 USD) transfer fee + processing fee (Active fee).
4. The event transferred to must be in the same calendar year as the original event.
5. A transfer is excluded for athletes who paid the entry fee (full or part) with a voucher credit balance.
6. A transfer of a race entry to another person is not possible.
7. If an athlete is transferring from a higher priced race to a lower priced race, the athlete will not be refunded the difference.
8. If an athlete is transferring from a lower priced race to a higher priced race, the athlete will be required to pay the difference in addition to the transfer fee and applicable processing fee (ACTIVE Fee).
9. Transfer is possible until April 25, 2024.
10. A transfer into sold out events or events that had reached capacity and re-opened, is not an option. Nor a Transfer into events that have foundation entries, charity or travel entries can be offered.
11. Athletes may transfer into eligible races as long as registration is open, unless points 18, 19, or 22 apply.
12. 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 the request deadline mentioned above.
13. Transfers are applicable to individual race entries only – entries purchased or provided through sponsors, charities, groups and free entries cannot be transferred. A transfer of a race entry purchased with Nirvana Europe to a regular race entry of an open race is possible.
14. Races to be transferred into must have been open to the general public for at least 10 days.
15. Once a transfer or refund has been redeemed, the option to transfer again is not available. You may only transfer once.
16. 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.
17. If an athlete qualifies for the IRONMAN 70.3 World Championship, an existing IRONMAN 70.3 entry will not transfer from or to either of these events.
18. Starting kits purchased in full or in part with a voucher or discount code are not transferable to another event.

## **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 April 25, 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. 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 the request deadline mentioned above.
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: After filling out the transfer form you will receive a confirmation email from active.com confirming that we have received your request. In case you have not received this email, please check your spam folder or fill out the form again.

Step 3: 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 4: 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.

### **4. Is it possible to transfer to another race outside of Europe?**

Our race transfer option is an offer from IRONMAN Europe, Middle East and Africa (EMEA). It is NOT possible to transfer to races which are outside of this region.

### **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 [warsaw70.3@ironman.com](mailto:warsaw70.3@ironman.com)