

# Refunds/Deferrals/Transfers/ and Switch-Distance Policies:

*Can't make it?*

*Not quite in shape for the Full?*

We realize and understand that things may come up in life such as injuries, illness, or other obligations. Please read this document with our policies. If you can't make it this year, we hope you can participate next year!

**You may go directly to the registration website, under “Manage Registrations” to take care of transfers, deferrals to next year, and distance switches.** For cancellations with refunds (see policy below) please send an email to the event coordinator at [director@moabtrailmarathon.com](mailto:director@moabtrailmarathon.com). Please allow up to 2 weeks for the request to be taken care of. Thanks!

**Optional Again in 2020:** You may opt in for an **insurance policy through IMathlete** when you register. You'll need to confirm the details with the insurance company, as they are a separate entity from the race, but it works such that you pay a fee upfront (\$7 or \$8 I think) and if you can't make the race (due to injury, illness, pregnancy, work obligations, funeral, etc.—please double check the policies through the insurance company direct) then you get a refund of your entry fee minus the insurance fee, valid all the way up until race day (you will need to provide them with documentation).

***If you don't get the insurance, then these are your options:***

## **Refund or Deferral:**

We encourage you to **defer** your entry to next year if you can't make it this year. There is a \$15 *deferral fee* and you will be given a code to enter for free the next year. You may defer on the IMathlete.com website using the 'Manage Registration' tab. You will need your confirmation number. You must take care of deferring at least 2 weeks prior to the event. **No deferrals after Oct. 25<sup>th</sup>, 2020.** See Why below.

If you want a **refund**: You may purchase the insurance through IMathlete (see website for info), or you can use our (this) refund policy: Cancel before June 1<sup>st</sup> for a 70% refund. Cancel between June 1<sup>st</sup> and Aug. 15<sup>th</sup> for a 60% refund. Cancel between Aug. 16<sup>th</sup>-Oct. 1<sup>st</sup> for a 50% refund. **No refunds after Oct. 1<sup>st</sup>, 2020.** The IMathlete admin fee is non-refundable. Email [director@moabtrailmarathon.com](mailto:director@moabtrailmarathon.com) or [danelle22@msn.com](mailto:danelle22@msn.com) to request a refund

and allow 2 weeks for it to be processed. Refund % based on the date sent on the emailed request. No refunds after Oct. 1st. See *Why* below.

### **Transfer Your Entry to Another Person:**

**No Transfers after October 25th.** \$10 *transfer fee* plus any price difference if upgrading distances. No refund of the price difference if the transfer is to a shorter distance event, such as from Marathon to Half or 5k. You may transfer on the IMathlete site using the “manage registration” tab. You will need your confirmation number. If the race fills up first then you will need to send an email requesting the transfer to [director@moabtrailmarathon.com](mailto:director@moabtrailmarathon.com).

### **Switching to a Different Distance:**

**You may switch** from Marathon to Half or 5K, or vice-versa, and back again, and again.....if you wish. \$5 fee per switch plus the price difference if upgrading to a longer distance. No refund of price difference if switching to a shorter distance with a lower entry fee. You may switch on the IMathlete.com site using the ‘manage registration’ tab. You will need your confirmation number. Once the race fills up then you will need to email a distance switch request to [director@moabtrailmarathon.com](mailto:director@moabtrailmarathon.com).

*Why* are there no refunds the month before the race and no transfers or deferrals 2 weeks before the race?:

There is more to a race than meets the eye. Several weeks before the race we have already paid for your insurance, t-shirt, permit fee’s (from 4 different government agencies and private property owners), medals, timing, goodie bag, and other event supplies. 10 days before the race we have prepared your bib with your chip and ordered your aid station and finish line food and drinks, and have paid and trained our staff.

Also it is hard to replace your spot the week or two before because those who might take your spot need more time to prepare for the race and travel; it’s too late for them to commit.

Mostly though, the 2 weeks before the race we are busy preparing the course and all the other logistics that go into making the race happen including preparing and hauling aid station supplies to remote locations, stuffing goodie bags, etc—so, we just don’t have time to deal with last minute requests.

Additionally, we can’t have you ‘just’ use another person’s race bib: for safety reasons. Your bib/chip has your personal information that we need in case of an emergency (which on this course is taken very seriously) and also it’s not fair to those who care about their results when you don’t race as yourself (and WE care). This is a National Championship with age-group titles at stake, so

we will make effort to assure the results are accurate and that bibs are not illegally transferred. A race bib is not a ticket: you have signed up and signed a waiver to participate in a very difficult endeavor.

The week before the race we always hear about a large number of injuries, funerals, horrible medical diagnosis', weather issues, unforeseen work commitments, etc. We really are very sorry about these things, but please understand NOW, before you sign up, that these things can happen and you risk losing your entry fee. Please purchase the insurance through IMathlete when you register if you foresee any reason you might not be able to make it! (Are you injury prone? Is your job/work unstable? Do you have a friend or relative in poor health? Might you get pregnant? Might your kids have a pending commitment? Vehicle in poor maintenance or possible poor road conditions getting to Moab? Ask yourself these questions and spend the extra on insurance if your answer is yes! And know that our options and policies are much much more generous than most other races.... Thanks for understanding!