

# 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. Here are our policies. If you can't make it this year, we hope you can participate next year!

**You can click on the “Manage Registration” tab of your RunSignUp account to take care of transfers, deferrals to next year, and distance switches.** For refunds (see policy below) please send an email to the event coordinator at [director@moabtrailmarathon.com](mailto:director@moabtrailmarathon.com).

**Optional Again in 2023:** You may purchase an **insurance policy on RunSignUp** when you register. The insurance company is a separate entity from the race organization, so please research the details of the policy with them before you purchase. It works such that you pay a fee upfront and if you can't make the race, and you have a valid reason with documentation, then you get a refund of your entry fee minus the insurance fee, valid all the way up until race day (Please double check what is refundable-- I think things like injury, illness, pregnancy, work obligations, funeral, etc. are covered but you will need to provide them with documentation). The phone number of the insurance company is: 1-888-497-6987 (Allianz Global). Please contact them directly with claims or questions. No, you can't get refunded by the insurance company and also get refunded or deferred by/with the race organization...

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

## **Refund or Deferral Policy:**

You do not have to provide any documentation or reason to be eligible for a deferral credit or partial refund through the race organization. Note that the fee's from RunSignUp are not refundable and do not go towards your credit. Merchandise purchases may be refunded or picked up by a friend at the race.

**Deferring:** You may defer on your RunSignUp account using the “manage registration” tab. You will get a credit towards next years race, stored in your runsignup account, that you will apply once registration opens next March of 2024. Here are the deferral credit amounts and deadlines:

**Within 24 hrs of registering:** eligible for 100% credit (minus runsignup fee's)

**Before June 1<sup>st</sup>:** 90% credit towards next year  
**Between June 1- Aug. 15<sup>th</sup>:** 80% credit towards next year  
**Between Aug. 16<sup>th</sup>- Oct 6<sup>th</sup>:** 70% credit towards next year  
**Between Oct. 7<sup>th</sup>-Oct. 21<sup>st</sup>:** 50% credit towards next year  
**After Oct. 21<sup>st</sup>:** sorry, no deferrals or refunds

**Refunds:** Please send an email to [director@moabtrailmarathon](mailto:director@moabtrailmarathon) requesting a refund. The RunSignUp processing fees are non-refundable. Allow 2 weeks for refund to be processed. The date of the email will determine the refund deadline amount, as follows:

**Within 24 hrs:** 100% refund

**Before June 1<sup>st</sup>:** 70% refund

**June 2<sup>nd</sup>-Aug. 15<sup>th</sup>:** 60% refund

**Aug. 16<sup>th</sup>-Oct. 1<sup>st</sup>:** 50% refund

**After Oct. 1<sup>st</sup>:** no refunds. You can still get a defer credit until 10/21.

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

**No Transfers after October 25<sup>th</sup>.** \$12 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 10k. You may transfer on the RunSignUp site using the “manage registration” tab. *Once 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 10K, 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 downgrading to a shorter distance. You may switch on your RunSignUp account using the ‘manage registration’ tab. *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 the 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. 12 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. It is hard to replace your

spot 2 weeks 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. With the race being on remote trails it takes a lot of time to prepare the course.

As well, for safety reasons, we can't have you use another person's bib. 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. This is a National Championship with age-group titles at stake, so we will make every 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.

Sadly, the week before the race we always hear about a large number of injuries, funerals, pregnancies, 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 RunSignUp when you register if you foresee any reason you might not be able to make it. For example: 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 more generous than most other races.... Thanks for understanding!