

# 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 registration confirmation email or login to 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.

**Optional Again this year:** 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: **1-844-849-4827** (RegShield Protect). 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 the race organization...

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

## **Refund OR Deferral Policies:**

You do not have to provide any documentation or reason to be eligible for a deferral credit or partial refund from the race organization, but you must take care of it by the deadlines listed on the policy. Note that the admin/processing fee's charged by RunSignUp are **not** refundable nor do they go towards your deferral credit. **Merchandise purchases may be refunded or picked up by a friend at the race**, email race director to process merchandise refunds.

**Deferring:** You may defer your entry to next year's race in your RunSignUp account using the "manage registration & defer to next year" tab. You will get a credit towards next year's race entry fee. The credit will be stored in your RunSignUp account. You will need to 'activate' and 'apply' the credit (in your RunSignUp account) when you register for next year's race.

**\*Note that you must re-register the following year (using your credit) before the race fills up.** Registration will open March 1<sup>st</sup>. Here are the deferral credit amounts and deadlines:

**Within 24 hrs of registering:** eligible for 100% credit

**March 2<sup>nd</sup> - July 31<sup>st</sup>:** 90% credit towards next year

**Aug 1- Sept 30th:** 80% credit towards next year

**Oct 1<sup>st</sup> - Oct 31<sup>st</sup>:** 60% credit towards next year

**Nov 1-Nov 10th:** 35% credit towards next year

**\*Note that the processing fees to RunSignUp do NOT apply towards the credit.**

**OR**

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

**Within 24 hrs of registering:** 95% refund (minus runsignup fees)

**March 2<sup>nd</sup>-July 31<sup>st</sup>:** 70% refund

**Aug 1st-Sept 30<sup>th</sup>:** 55% refund

**Oct 1<sup>st</sup>-Oct 31<sup>st</sup>:** 30% refund

**After Oct. 31<sup>st</sup>:** no refunds. You can still get a defer credit.

**\*Note that the processing fees to RunSignUp do NOT apply towards the refund amount.**

**OR**

**Transfer Your Entry to a friend or family member:**

There is a \$15 *transfer fee* plus any price difference if upgrading distances. No refund of the price difference if the transfer is to a shorter distance/lower priced event. You may make the transfer in your RunSignUp account using the "manage registration & transfer to another person" tab. It will take you through the steps.

**\*Once the races fills up first then you will need to send an email requesting the transfer to [director@moabtrailmarathon.com](mailto:director@moabtrailmarathon.com).**

*\*Note that we do not facilitate finding people to transfer to nor do facilitate the transfer of entry fee to the new person—this process, if desired, needs to be done on your own between those making the transfer.*

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

1. 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 make the distance switch on your RunSignUp account using the 'manage registration & distance switch' 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** does the refund & deferral credit percentage drop so much as it gets closer to 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-shirts, permit fees (from 4 different government agencies), medals, finishers mugs, timing, goodie bags, aid station snacks and other event supplies. 14 days before the race we have prepared your bib with your chip and ordered your aid station and finish line food and drinks, have paid and trained our staff, and have ordered the shuttle busses, port-a-potties, dumpsters, first responders, etc.

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.

Most 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.

ALSO: Please note that 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) 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 registered, signed a waiver, and trained hard 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 that 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!