



Cancellation, Refund & Substitution Policy

Please read the following Cancellation, Refund and Substitution Policy before booking onto the event organised by Ultra360 Alexandria Trail Challenge. In these booking conditions, “you” and “your” means all persons named on the booking (including anyone who is added or substituted at a later date) or any of them as the context requires. “We”, “us” and “our” means Ultra360 Alexandria Trail Challenge

Refunds:

- You agree to contact Ultra360 Alexandria Trail Challenge and let us know at the earliest opportunity if you are unable or no longer able to participate in the event.
- If you are unable to attend the event, for any reason whatsoever, Ultra360 Alexandria Trail Challenge is unable to offer any refunds, in part or in whole.
- This is because most of the expenses incurred in staging this event are committed to in advance.

Substitution:

- Substitutions are allowed and will be subject to a nominal administration and handling fee of R150 per substitution - this fee will be processed as an additional fee.
- Full payment is required on entry. An entry is only confirmed on full payment of the entry fee.
- Substitutions will be closed at midnight on Friday 20 September 2024
- In the absence of a substitute being found, no refunds will be allowed. Ultimately it is the original entrant's responsibility to find a substitute, but Ultra360 Alexandria Trail Challenge race organisers will assist if they can.

Carried Over:

- Entries can be carried over to Ultra360 Alexandria Trail Challenge 2025.
- If the event is cancelled by Ultra360 Alexandria Trail Challenge organizers due to unforeseen circumstances, we aim to give you at least 72 hours' notice, where possible, and you will be entitled to a full refund or the opportunity to transfer your booking to the next event



Race Rules:

1. The Race Organiser's decision is final.
2. Runners must follow the GPS and marked routes. Any runner leaving the GPS or marked route must rejoin the route at the same point they left it.
3. Runners are required to wear and/or carry certain items of equipment as indicated by the Race Organiser.
4. You must be 18 years and older on the day of the event if you compete in the 42- and 21 km races.
5. Minors under the age of 8 must be accompanied by an adult should the minor participate in the 5 kms race.
6. Runners shall respect the integrity of the natural environment they are in, which includes a zero-tolerance for littering.
7. Failure to adhere to any of these rules may result in penalties which could include time penalties, disqualification and/or any other sanction deemed appropriate by the Race Organiser