

Refunds, Transfers and Cancellation Policy

Refunds

Refunds are available up to **7 days prior** to the event date. After this time, **no refunds** will be issued.

To request a refund and cancel your entry, please email **gladstoneroadrunners@gmail.com**

Transfers

Transfers to a different event distance are permitted up to **7 days prior** to the event.

- If transferring to a **shorter distance**, no refund will be issued.
- If transferring to a **longer distance**, participants must pay the difference in registration fees.
- **Transfers between individuals are not permitted.**
- All transfer requests must be submitted to **gladstoneroadrunners@gmail.com**

There are **no transfers to another Gladstone Road Runners event.**

Delay, Postponement, or Cancellation

If event management determines that the start or finish times need to be adjusted on the scheduled event day, no refunds will be provided.

If the event is postponed or cancelled due to government, environmental, operational, or landowner restrictions, all registrations will be transferred to the new event date. If the new date does not suit a previously registered participant, they may request a refund in accordance with the Refunds process outlined above.

If an alternative date is not arranged within three months of the original event date, the refund amount will be based on the expenses incurred up to the time the cancellation decision is made.