



Raid Adventures Refund, Changes and Cancellation Policy

This document highlights the general cancellation, withdrawal, changes and refunds policy for Raid Adventure events. Where a specific policy is in place for any individual event (for example the Raid100), that policy takes precedent.

Entry Changes Policy

In the event that teams or competitors wish to make changes to their team roster or team name, the following guidelines apply:

1. Teams are entitled to change any or all team members at any point before the race. Changes more than a week before the race need to be notified via email to liam@raidadventures.com. Changes in the week before the race need to be notified both by email and in person at race registration.
2. Teams are entitled to change their team name up until a week before the race. Changes need to be notified via email to liam@raidadventures.com.
3. Teams are entitled to transfer their entry to another team up until a week before the race. Changes need to be notified via email to liam@raidadventures.com. Teams are not permitted to sell their entry for more than the original cost. Competitors observed to do so may be excluded from participating in future Raid Adventures events.

Refunds Policy

In the event that a team or competitor can no longer participate in an event, the following guidelines apply for refund of event entry fees:

1. Teams are eligible for a full refund of entry fees, less a 25% administration fee, up to six weeks prior to an event date. Notification needs to be made via email to liam@raidadventures.com.
2. Teams are eligible for a 50% refund of entry fees if they notify of an event withdrawal between three and six weeks prior to an event date. Notification needs to be made via email to liam@raidadventures.com.
3. Team withdrawals within three weeks of an event date are not eligible for a refund. Note, as per the transfer policy, teams are permitted to transfer their entry to another team at no cost if they can find another team looking to take their entry.
4. Entries are not transferrable to other Raid Adventures events.
5. Where capacity permits, teams are permitted to change the course they are entered in (for example drop from a 24 hour course option to a 6 hour course option) within the same event up to two weeks prior to an event, less a 25% administration fee. Within two weeks prior to an event date, requests can be made for special consideration on an event-specific basis. In both instances, notification needs to be made via email to liam@raidadventures.com

Cancellation Policy

Note that since running events from 2010, Rogue Adventure have never had to cancel an event. In the extremely unlikely scenario where we have to cancel an event (for example due to extreme weather, fire danger or having permits revoked), we will look to reschedule the event to an alternate date and the following guidelines will apply:

1. If an event is cancelled prior to the event date, teams will be offered a free transfer of their entry to a rescheduled date. In the event that a team can not make the rescheduled date, they will be offered a refund less a 25% administration cost.
2. If the event can't be rescheduled they will be offered a refund of their entry fees less a 25% administration cost.



Covid-19 Changes Policy

Event postponement/cancellation. In the scenario where an event cannot proceed due to a local snap Covid lockdown, every effort will be made to reschedule the event to a new date.

1. If an event is rescheduled, competitor's full entry fee will be transferred to the new date.
2. If competitors are unable attend the new event date, they will be offered to have their full entry fee transferred to the same race at a future period.
3. If competitors don't wish to transfer their entry fee to a future race, they will be offered a refund on their entry fee, less a 25% administration cost.
4. In the very unlikely event that the event cannot be rescheduled to a future date, competitors will be given a refund on entry fee less 25% administration cost

Team unable to attend due to local lockdown. In the scenario where a team cannot attend a race because at least half the team cannot travel due to a lockdown in the area they live, but the event still goes ahead, the following applies.

1. Teams will be offered to have their full entry fee transferred to the same race at a future period.
2. Teams that do not wish to have their entry fee transferred are eligible for a refund less 25% administration fee.