

# 2019 UCI Road World Championships Sportive

## Transfers, Withdrawals and Refunds Policy

**BEFORE ENTERING PLEASE READ THE FOLLOWING INFORMATION CAREFULLY**

### **Entry Fee is Non-refundable or Transferable:**

If you enter the ballot and are successful, your place is now confirmed in the ride and we are unable to refund your place or transfer your place to someone else / to another event.

If you enter through the 'Guaranteed Entry', the above also applies.

All entries are non-refundable or transferable

### **Withdrawals within 14 days of completing your registration:**

If you notify us via email within 14 days of the original order, a full refund (less the booking fee) will be provided. Withdrawals after 14 days of your original order are not refundable or transferable. Withdrawals within 14 days must be done by emailing the Customer Services team at [cycling@humanrace.co.uk](mailto:cycling@humanrace.co.uk).

**Double-Entry :** Riders who enter themselves more than once into the ballot or are part of more than 1 group ballot entry will not go into the draw.

**Discount codes:** Unfortunately, if a discount code is not used at time of purchase, no retrospective discounts can be applied.

**Booking Protect:** If you purchased Booking Protect Registration Protection at the point of registration, and wish to withdraw from the event, you will need to contact Booking Protect directly to make your claim. Please follow this link if you would like to make a claim; <https://refund.bookingprotect.com/login>. Please note, as Booking Protect is an insurance company you may need documentation to evidence your claim. The core refund circumstances of Registration Protection which are covered (subject to their T&Cs) are:

- Any pre-existing medical conditions that prevent you from taking part in the event or pregnancy
- Death, accident or illness to you or your immediate family
- Adverse weather conditions
- Private vehicle breakdown, fire and theft
- Public transport disruption or failure
- Jury service or court summons
- Summoned unexpectedly by armed forces
- Redundancy or relocation
- Burglary or fire at your residence

*Human Race Team*

Crossing the finish line together

[cycling@humanrace.co.uk](mailto:cycling@humanrace.co.uk)