



Event Terms & Conditions; Entry & Refunds Policy

Scope

1. This policy applies to all events (the Events) being organised and/or run by Rotorua Association of Triathlon and Multisport Incorporated (RATS).

Terms & Conditions

2. By entering into a RATS Event, you confirm that you have read, understood and agree to comply with the Event entry and refunds policy; terms and conditions, set out below:
 - a) I will read all safety information regarding the Event that I am entering and understand that I participate in the Event at my own risk.
 - b) I will ensure that I am physically fit and have sufficiently trained for the Event I have entered.
 - c) I will ensure that I review the course and understand the terrain, equipment and clothing that may be required for me to participate in the Event I have entered.
 - d) I understand that if I am unable to participate on the day, I cannot give my race bib to anyone else.
 - e) I will listen to and comply with the rules and directions of all Event officials.
 - f) I agree that any images captured of me may be used by RATS for marketing purposes and that my name and results may also be published.
 - g) I agree to release and indemnify all persons, corporations, associations and bodies involved or otherwise engaged in the Event that I am registered for, should any liability be incurred by them as a result of my negligence.
 - h) I will disclose all relevant personal medical information to Event officials to ensure I do not cause a risk to myself or to others, including Event officials.
 - i) I acknowledge that due to circumstances beyond the control of the RATS, it may become necessary or desirable for RATS to change the format of the Event I have registered for, and in this case, I will make myself familiar with and comply with all changes, and acknowledge that these terms and conditions will apply to that changed event.
 - j) I understand that where I commit a breach of these terms and conditions and/or if I cheat on the course, I may be disqualified from the Event.
 - k) I understand that these terms and conditions are in place for the safety of myself and others, and to ensure the Event is a fair competition.
 - l) I understand that failing to comply with all directions given by RATS and/or breaching these terms and conditions may impact on RATS access to use the Whakarewarewa forest, or other areas connected to the forest; and place future RATS events at risk. I will ensure that I am not the person that causes this to happen.
 - m) If I have any concerns or complaints about any matter relating to RATS whatsoever including an Event, other competitor, or Event official; I will, in the first instance raise my concern or complaint with RATS through info@rats.org.nz ensuring I respect the principles of privacy of those involved in my concern or complaint until the Committee has had reasonable opportunity to investigate the matter.

Entry

3. All Event registrations must be completed online.
4. On the day of an Event, manual registrations may be declined, at RATS sole discretion, depending on the number of online registrations already processed.
5. All Event information including Event entry fees, will be posted on RATS website and facebook page.

Refunds Policy

6. No refunds will be given within 7 days of an Event.
7. If an Event is cancelled or postponed, competitors will be notified through the RATS website, facebook page and by email; and offered a refund of their registration fee.

8. Where a refund is offered, the competitor may waive their right to a refund by declining the refund, or by simply not replying to the email.
9. If the competitor wishes to receive their refund then the competitor must immediately reply to the info@rats.org.nz email (but no later than two weeks after being notified of the Event cancellation or postponement) including their full name, the Event registered for, the registration fee paid, and including their bank account details.
10. Any approved refund will have a 20% administration fee deducted.

Transfers/Changes

11. Transferring your Event registration to someone else, or changing your registration to a different part of the Event may be done up to 14 days prior to the Event date.
12. All requests for transfers or changes must be made to info@rats.org.nz
13. No transfers or changes will be made on the day of the Event.