**Race and Transfer Policy – IRONMAN Europe, Middle East and Africa**

Please read our withdrawal, transfer and deferral policy carefully!

**Transfers - Rules and Regulations**

1. The transfer option is available for IRONMAN and IRONMAN 70.3 events in Europe, Middle East and Africa (EMEA) only.
2. There is a 39 EUR (or 28 GBP, 42 CHF, 372 SEK, 291 DKK, 355 NOK, 50 USD) transfer fee + applicable Processing fee (ACTIVE Fee).
3. The event transferred to must be in the same calendar year as the original event.
4. A transfer is excluded for athletes who paid the entry fee in whole or in part by redeeming a voucher credit at the time of registration.
5. A transfer of a race entry to another person is not possible.
6. If an athlete is transferring from a higher priced race to a lower priced race, the athlete will not be refunded the difference.
7. If an athlete is transferring from a lower priced race to a higher priced race, the athlete will be required to pay the difference in addition to the transfer fee and applicable Processing fee (ACTIVE Fee).
8. A transfer into sold out events is not available. Transfers into events that only have foundation and/or charity as well as travel entries open is not available.
9. Athletes must transfer out of a race 45 days prior to race day of the race the athlete had registered for in the first place. Please click here for our deadlines -> Deadlines 2020  Deadlines 2021
10. Athletes may transfer into eligible races as long as registration is open, unless points 7 or 13 apply.
11. If additional purchases (e.g. medal engraving or FinisherPix) have been purchased along with the original race entry, it cannot be transferred to the new race. Additional purchases will be refunded until 45 days prior to the race and will need to be repurchased by the athlete.
12. Transfers are applicable to individual race entries only – entries purchased or provided through sponsors, charities and free entries cannot be transferred. A transfer of a race entry purchased with Nirvana Europe to a regular race entry of an open race is possible.
13. Races to be transferred to must have been open to the general public for at least ten days.
14. Once a transfer or refund has been redeemed, the option to transfer again or defer your race entry is not available. You may only transfer once.
15. If an athlete chooses to transfer, they forfeit their eligibility for a refund to the event they originally entered. Athletes will also not be eligible for a partial refund for the race they have transferred into.
16. If an athlete qualifies for the IRONMAN World Championship or the IRONMAN 70.3 World Championship, an existing IRONMAN or IRONMAN 70.3 entry will not transfer from or to either of these events.
17. The transferring athlete may attempt to establish that the damage sustained by the organizer from his/her transfer is lower than the agreed upon amount withheld by the organizer pursuant to these regulations.
18. Payment Option Plan
   a) A transfer is only possible after the third and final payment is done.
   b) A race entry can only be transferred to a relay entry after the third payment is done.
19. Relay Team Transfer & Changes
   a) Relay entries are not eligible to transfer to another event.
   b) A transfer from a Relay Entry to an Individual Entry within the same race is possible until ten days prior race day unless the Individual Entries are sold out (ATTENTION: only one Relay member may transfer). The price difference between the entries will not be refunded.
   c) A transfer from an Individual Entry to a Relay entry within the same race is possible until ten days prior race day unless the Relay entries are sold out. The upgrade for the Relay Entry price +8% Active fee will be charged during the transfer.
   d) Up to two team members can be changed until ten days prior race day.
Transfer Process
To complete a transfer to another race, please use the following steps:

- Step 1: Fill out the transfer form.
- Step 2: After filling out the transfer form you will receive a confirmation email from active.com confirming that we have received your request. In case you have not received this please contact withdrawal@ironman.com or fill out the form again (please also check your junk folder).
- Step 3: We will process your transfer within 5 working days. You will receive a personal registration link with which you have to confirm your transfer. Please follow the instructions to complete the transfer (please also check your junk folder).
- Step 4: You will receive a confirmation email from active.com once your transfer is complete.

FAQ - Transfers

Q: What if the event I want to transfer into sells out before I receive my registration link?

A: Once you have completed the transfer request your race entry is secured.

Q: What communication should I expect after I request a transfer?

A: You will receive a confirmation once you have submitted your transfer request from Active.com. Within five business days you will receive another email by Active.com containing your personal registration link for the transferred event. Please check your junk mails to make sure you complete your transfer by redeeming the registration link. After redeeming your registration link you will receive a confirmation of your transfer.

Q: Is it possible to transfer to another race outside of Europe?

A: Our race transfer option is an offer from IRONMAN Europe, Middle East and Africa (EMEA). It is NOT possible to transfer to races which are outside of this region.

Q: What if I transfer into another event and I am unable to compete, am I eligible for an additional transfer?

A: Once a transfer request has been redeemed, athletes are not eligible to transfer again. A refund is eligible for the race an athlete transferred to if the withdrawal of this race will be submitted 45 days prior race date.

Q: Can I transfer to the same event next year?

A: It is not possible to transfer your registration from an IRONMAN 70.3 or 5150 race to next year. For IRONMAN full distance races, please see deferral program below.

Q: Can I transfer my slot to another athlete?

A: No it is not possible to transfer your slot to another athlete.
Withdrawals – Rules and Regulations

Withdrawal requests must be received through the withdrawal form during the following time frames in order to be eligible for a partial refund:
- until 4 months prior to race day: 50% refund of the entry fee
- until 45 days prior to race day: 25% refund of the entry fee
- after 45 days to race day: no refund

Please click here for our deadlines->
[Deadlines 2020]  [Deadlines 2021]

1. Athletes who had deferred their registration from the year before are not eligible for any refund of the registration fee.
2. A refund is also excluded for athletes who paid the entry fee in whole or in part by redeeming a voucher credit at the time of registration.
3. The withdrawing athlete may attempt to establish that the damage sustained by the organizer from his/her withdrawal is lower than the agreed upon amount withheld by the organizer pursuant to these regulations.
4. Please note that all additional items purchased during registration will be refunded at 100% up until 45 days prior to the race except where they have already been sent to the athlete.
5. One-day licenses can only be refunded in case of a withdrawal within the refund deadline. If you purchased a national triathlon license by your federation the one-day license cannot be refunded.
6. Refunds will be transferred to the Credit Card you used during registration unless it is explicitly stated in the withdrawal request that you want a bank transfer. When transferring to a bank account the account holder and the athlete withdrawing must be the same person. If we refund to a bank account transfer time can be up to 6 weeks.

Payment Option Plan: The partial refund (50% or 25%) only applies after the third payment has been done. If the athlete withdraws before the third payment is paid, the entry fee will not be refunded. Only additional items purchased during registration will be refunded at 100% up until 45 days prior to the race except where they have already been sent to the athlete.

FAQ- Withdrawals

Q: Can I get a full refund if I provide a medical certificate?
A: No. We will not make any exceptions for athletes that can provide a medical certificate.

Q: I have booked my slot through Nirvana Europe and therefore have a Race Cancellation Insurance. How do I proceed to claim back my money?
A: Please fill out the withdrawal form and state that you have booked your accommodation through Nirvana Europe. After cancelling your registration we will make sure you get in contact with Nirvana Europe to receive your refund.

Contact: withdrawal@ironman.com / +49 (0) 69 – 300 6432 0
Deferrals - Rules and Regulations

1. The deferral option is available to athletes that registered within 90 days of general entries opening. Please see here for opening dates and deadlines - 2020 2021
2. A deferral is excluded for athletes who paid the entry fee in whole or in part by redeeming a voucher credit at the time of registration.
3. A deferral is only possible to the same race the next year.
4. The deferral program is only for IRONMAN (full distance) races and not available for IRONMAN 70.3 events.
5. Deferrals are only available for individual entries and not for relay teams, Comp Entries or Sponsor Entries.
6. Athletes who elect to defer their entry forfeit any right for a partial refund, transfer or insurance refund.
7. The deferral may only be used once.
8. All deferral requests will be honored until 45 days out from the original event date.
9. Athletes electing the payment plan may also utilize the deferral option once all three payments have been completed.

Deferral Process

1. Fill out the deferral form.
2. After filling out the form you will receive an automatic email from active.com confirming that we have received your deferral request. In case you have not received this please contact withdrawal@ironman.com or fill out the form again (please also check your junk folder for this email).
3. If you are eligible for a deferral we will cancel your registration to this year’s event within 5 working days and refund any additional purchases. We will confirm this in an email to you.
4. One week before General Entries open for the IRONMAN Event that you are deferring to we will send you an email with a personalized registration link to sign up at no costs.
5. You must redeem your entry within 30 days of receiving that email. Any unredeemed links after 30 days will become void.

If you have any questions, concerning transferring, deferring or withdrawing your entry, please contact:
IRONMAN Europe Athlete Services
E-Mail: withdrawal@ironman.com
Phone: +49 (0) 69 – 300 643 20

Our office hours are Monday to Friday from 9am to 2pm (CET).