

QUESTARS 360 WITHDRAWAL POLICY

“We understand that people have paid a significant amount to enter this event and that it is a lot to forfeit if you are unable to take part for whatever reason. That said we start to incur costs in the expectation that you’ll be taking part in this event from the moment you enter. It would not be fair on us or the other teams that have been training for months if we were forced to cancel the event at the last minute as a result of teams withdrawing. We therefore have to put the interests of the event as a whole before the interests of any individual or team, whatever their circumstance. With this in mind, if you have a genuine reason for being unable to take part and can't find anyone to take your place, we are able to offer you either a refund or a credit note to redeem against future race entries according to the terms set out below. These better those offered by other similar events that we know of. Thank you in advance for your understanding.”

SUMMARY OF OPTIONS

Deadline	Amendments	Transfers	Refunds
Before / Up to...	Change Team Member(s)	Credit Note Value	Refund Value
1 st January	FREE	100%	100%
1 st February	FREE	90%	80%
1 st March	FREE	80%	60%
1 st April	FREE	70%	40%
1 st May	FREE	60%	20%
1 st June	FREE	50%	-
The Event	FREE	-	-

% = percentage of entry fee minus £10 pp admin fee for refunds

AMENDMENTS

If you are no longer able to take part in the Questars 360 event you are welcome to find someone else to take your place – let us know if you want us to help find a replacement for you. There is no charge for this.

To change your team details for FREE up to one week before the event, team leaders should...

- use their email address to [log in here](#)
- click on the 'My Events' tab
- select the relevant entry listed
- click on 'Edit entry details' on the top left hand side
- make any changes necessary & save them

If you need to make any last minute changes to your entry in the week running up to the event, then you will need to let us know about these on the day of the event itself, when you arrive.

TRANSFERS

Rather than transfer your entry to another event, we will issue you with a credit note so you can use it against multiple entries / entries in to several different events. Questars 360 credit notes are valid for 24 months from the date of issue and can be used against any Questars event / adventure race. Email info@questtgo.com if you are no longer able to take part and wish to exchange your entry for a credit note.

REFUNDS

If you would prefer to receive a refund please email info@questtgo.com and let us know why you are no longer able to take part in the event. Please note we may require some form of evidence to support your reason for withdrawal to ensure that it is genuine e.g. a letter from your doctor in the case of an injury.