2027 GARMIN NOOSA TRIATHLON ATHLETE WITHDRAWAL POLICY

This event takes place in Noosa, Queensland, Australia. It is each athlete's sole responsibility to ensure that they can attend (including Athlete Check-In during specified times) and compete in the event on the day. Other than as provided for in the Athlete Withdrawal Policy set out below, no further remedies will be provided for change of mind or change of personal circumstances (incl. work conflicts, illness or injury).

Athlete Withdrawals

This Athlete Withdrawal Policy forms part of the Event's Terms and Conditions of Entry & Participation and provides you with withdrawal options which are in addition to any existing entitlements you may have under applicable consumer protection law.

Requests:

Without exception, all requests must be received on or before the below dates to be eligible for withdrawal options. All requests must be requested through the official form that can be found on the Event website here: https://noosatri.com.au/entry-info/triathon/.

Where eligible, please allow up to 30 business days for your refund to be processed. The refund is automatically issued to the credit card originally used to pay for the registration. If this card has since been cancelled or has expired, it is the athlete's responsibility to notify our customer service team when requesting the eligible refund.

Partial Refund

- **Requests received before 8 August 2027**
  - All athletes – 45% refund of entry fee
- **Requests received before 19 September 2027**
  - All athletes - 22% refund of entry fee
- **Requests received after 19 September 2027**
  - All athletes - No refunds under this Athlete Withdrawal Policy.

Please Note: Athletes who have deferred into this race, or entered through the use of an event credit, promo entry, or complimentary entry (100% discounted), are not eligible to defer their registration (again), nor receive any partial refund of the registration fee under this Athlete Withdrawal Policy.

Additional Purchase Refunds

Additional purchases paid for at the time of entry (if any) which are paid by the Event Operator to a third-party are not refundable.

These non-refundable additional purchases include:

- Pre-purchased photo packs*
- AusTriathlon One-Day License*
- Donations

*May be refundable prior to the event where Event Operator has not incurred the cost

Merchandise

Your options regarding refunds for merchandise purchased during registration are outlined in the Online Store Terms and Conditions available via https://au.ironmanstore.com/policies/terms-of-service. Please note that refunds are not offered for change of mind merchandise purchases.

Transfer Your Entry to a Different Category

Athletes can request to transfer their entry to the Relay Team, Individual, Premium Mates, or Garmin Beach Club category, on or before 24 October 2027 (unless sold out prior), subject to the following terms:

- **Requests:**
  - Athletes must log into their **Participant Dashboard** and select Change Competition before 5:00pm (AEST) on 24 October 2027.
  - For changes between individual races and relay teams (or vice versa), please email noosatri@theironmangroup.com.
- **Transferring from Individual to**
  - **Premium Mates, Garmin Beach Club, or Relay Team:** Difference in entry fees between the two categories payable at the time of transfer.
    - When transferring to a Relay Team, the original individual athlete must remain a member of the team.
- **Transferring from Relay Team to**
  - **Individual:** Difference in entry fees between the two categories will not be refunded.
  - **Garmin Beach Club or Premium Mates:** Difference in entry fees between the two categories payable at the time of transfer.
- **Transferring from Garmin Beach Club to**
  - **Premium Mates, Individual or Relay Team:** Difference in entry fees between the two categories will not be refunded.
- **Transferring from Premium Mates to**
  - **Individual or Relay Team:** Difference in entry fees between the two categories will not be refunded.
  - **Garmin Beach Club:** Difference in entry fees between the categories payable at the time of transfer.

Transfer to another Athlete: Athletes are not permitted to transfer their entry (or any Premium Package benefit) to another athlete. Please note it is prohibited for someone else to compete under your name or for you to compete under someone else's name. This will result in suspension from your State Triathlon's Association and banning of both parties from future IRONMAN Oceania/Multi Sport Tri races.