

General

These Withdrawal Conditions set certain rights and options together with specific conditions applicable to the Traveller and Organiser of a package travel contract. These Withdrawal Conditions are in addition to the rights set in the Package Travel Conditions, that the Traveller must agree to, when registering for a Package Travel. These Withdrawal Conditions shall only be applicable for cases where a Traveller actively withdraws from the Package before the start of the Package Travel and on a reason other than force majeure, or other exceptional circumstances which arise before the start of the package, or a change of essential elements of the Package by Organiser, which cases are already regulated in the Travel Package Conditions. Capitalized terms shall have the meaning as ascribed to them in the Package Travel Conditions, if not otherwise defined in these Withdrawal Conditions.

In this document, the term “Rider” will be understood as a Traveller according to the Travel Package Policy who has registered for the participation in the mountain bike stage event as a team member of a team consisting of two Riders.

Payment Plan Option

If a Traveller signs up by 25th October 2023 he/she can benefit from our payment plan option. The payment plan consists of three partial payments.

- Payment 1 (50%): At time of registration
- Payment 2 (25%): 23th November 2023
- Payment 3 (25%): 23th December 2023

Please note that the registration is only valid upon successful payment of all three instalments.

Please note that a team transfer or Rider change of the team captain is only possible once all 3 payments are paid.

Withdrawal

The Traveller may withdraw from the Package at any time prior to the start of the Package. The declaration of withdrawal must be made in writing, using the [withdrawal form](#) of the Organiser applicable on the official Event website. The withdrawal becomes

binding as soon as it has been confirmed in writing by the Organiser. In case of a withdrawal, the Traveller has the options stipulated in these Withdrawal Conditions with respect to the Package.

Processing Fee

For all accepted and processed withdrawal requests, the Organiser will apply a 4% processing/admin fee of the paid fees for the package travel. The processing fee will be calculated from the total paid amount for the travel package and additional services.

Refund of the Race entry, Package Travel and other Optional Extras:

The Traveller has the right to receive a refund of the paid fees, subject to certain withdrawal and/or processing fees, collected by the Organiser in consideration for the services provided until the date of withdrawal. The withdrawal fee increases periodically the closer the date of withdrawal gets to the start of the Package Travel. Depending on the date of withdrawal the Traveller is entitled to receive the following reimbursement rates:

From opening of registration until 31st of December 2023: 100% refund (less the processing fee).

From 1st of January 2024 until 29th of February 2024: 75% refund (including processing fee).

From 1st of March 2024 until 31st of March 2024: 50% refund (including processing fee).

From 1st of April 2024 until 14th of May 2024: 25% refund (including processing fee).

From 15th of May 2024: no refunds will be made.

These refund conditions do also apply for any Optional Extras booked. Please note that the "Absa Cape Epic qualification" item cannot be refunded.

Process for withdrawals:

Withdrawal requests must be submitted [via this electronic request form](#) during the above-mentioned time frames in order to be eligible for a partial refund.

1.The **Team Captain** must complete and submit the online withdrawal request form [here](#).

2.After submitting the withdrawal request form, the Team Captain will receive an automatic email from Active.com confirming that we have received the withdrawal request. If you do not



receive this email, please contact info@andorra-epic.com (please also check your junk folder for this email).

3. After that we will cancel your registration for the 2023 Andorra Epic-Pyrenees within 7 working days and refund your entry fee and optional extras purchased (if any) less the withdrawal and processing fee outlined above. You will also receive an email to confirm this.

Deferral (team of Riders only)

Deferral – Transfer to the next year:

Riders may use the option to defer their Race entry and selected Package Travel of both team members to the next year.

All Riders, who register with a paid entry before 25th October 2023 for the 2024 Andorra Epic-Pyrenees, have the option of applying to defer their race entry from 2024 to the 2025 Andorra Epic-Pyrenees until 14th of May 2023.

Rules of deferrals

1. The deferral option is available to a team of Riders that signed up for an entry and completed their registration and entry fee payment before 25th October 2023 for the 2024 Andorra Epic-Pyrenees.
2. The process of the deferral is per team and the request must be submitted [via the online deferral form](#).
3. A deferral is excluded for Riders who paid the entry fee in whole or in part by redeeming a voucher credit at the time of registration.
4. A deferral is only possible to the same race the following year.
5. Deferrals are only available for teams and not for individual Riders within a team.
6. The deferral option is not available for complimentary and sponsored race entries.
7. The deferral option is not available to Travellers who have not purchased an entry to participate in the Event ("Supporters").
8. All deferral requests will be honoured if requested before midnight on the 14th May 2024 via the online deferral request form.

9. Riders electing to make use of the payment plan may also utilize the deferral option once all three payments have been completed.

Process for deferrals

1. The **Team Captain** must complete and submit the [online deferral request](#) form here.
 2. After submitting the deferral request form, the Team Captain will receive an automatic email from Active.com confirming that we have received the deferral request. If you do not receive this email, please contact info@andorra-epic.com (please also check your junk folder for this email).
 3. If you are eligible for a deferral, we will cancel your registration to the 2024 Andorra Epic-Pyrenees within 7 working days and fully refund any optional extras purchased less the processing fee. You will also receive an email to confirm this.
 4. One week before entries open for the 2025 event the Organiser will send you an email with a personalized registration link to sign up at no cost.
 5. You must redeem your entry within 30 days of receiving that email. Any unredeemed links after 30 days will become void.
 6. Riders will be informed about the process of registration for the Package in the ensuing year separately at the time the registration for the Package in the ensuing year opens.
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Transfer of Package

The Traveller has the right to transfer the Package to another person who meets all requirements and fulfils the conditions of the contract as stipulated in the Package Travel Conditions.

1. Full Team Change

Each full team transfer is subject to the below processing fees. A full team transfer, including personalized services, is possible until three months prior to the start of the Package, subject to the processing fee stipulated below. During the period between three months until one month before the Package, the transfer is subject to a processing fee outlined below to compensate cost of changes within the personalized services of the new Riders.

In order to process the full team transfer, the Team Captain would need to submit the online full team transfer request form [here](#).

In this online request form the Team Captain must inform the Organiser if any optional extras booked in his/her registration should be transferred to the new team or if they are to be refunded according to the refund conditions above. Once the form has been submitted, the full team change will be actioned within 7 working days and a registration link will be sent to the new Team Captain.

Full team change processing fee:

Until 14th of May 2024: EUR 60

From 14th of May 2024: EUR 120

2. Rider Change

If one registered team member of a team or a Supporter can no longer participate due to sickness or injury, a Rider change can be requested considering the Rider change processing fees below.

The Rider dropping out of the Package needs to submit the online Rider change request form [here](#)

In this online request form the Rider dropping out must inform the Organiser if any optional extras booked in his/her registration should be transferred to the new Rider or if they are to be refunded according to the refund conditions above. Once the form has been submitted, the rider change will be actioned within 7 working days after which the remaining rider can invite their new partner.

Rider/Traveller change processing fee:

Until 14th of May 2024: EUR 60

From 14th of May 2024: EUR 120

If a Supporter attending the race on a Supporter travel package purchased by a registered team can no longer attend, the team who purchased the supporter travel package must inform the Organiser.

If a new Supporter will be attending, the team must provide the Organiser with the required details of the new Supporter attending the race. If the Team Captain wishes to cancel the Supporter travel package, they must inform the Organiser and will be refunded according to the refund conditions above.

Process for rider or team change

1. The **Team Captain** must complete and submit the online rider/team change request form [here](#).



2. After submitting the rider/team request form, the Team Captain will receive an automatic email from Active.com confirming that we have received your request. If you do not receive this email, please contact info@andorra-epic.com (please also check your junk folder for this email).
3. After that we will cancel your registration for the 2024 Andorra MTB Epic-Pyrenees within 7 working days and refund your extras purchased (if any). Then we will send an invitation to the new team/rider.