

## 2025 ANZCO FOODS IRONMAN 70.3 NEW ZEALAND TERMS AND CONDITIONS

### ATHLETE WITHDRAWALS

#### **Flex90 - Enter within 90 days of General Entries Opening**

*(Entered by 11:59pm (NZT) 10 July 2024)*

No deferral option available.

#### **Oceania Transfer Program**

*For Eligible Individual 70.3 Entries only (Excludes Relay Teams)*

If you are unable to attend the event for any reason, you are eligible to transfer your entry to another IRONMAN or IRONMAN 70.3 in the Oceania Region with no Transfer Fee.

- **Register into the event:** on or before 11:59pm 10 July 2024 to be eligible.
  - **Requests to Transfer:** must be submitted through the Oceania Transfer Program on or before (NZT) 15 January 2025.
  - The event you wish to transfer into must still be open for general entry and is within the same calendar year.

**Note:** If there is an increase in entry fee, you will be required to pay the difference or if there is a reduction in entry fee this is not refundable. The Oceania Transfer Program is not available to athletes who have transferred or deferred into this event or entered the event through the use of an Event Credit, promo entry or complimentary (100% discounted) entry. All transfers are final.

Athletes are not permitted to transfer their entry 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 National Triathlon Federation and banning of both parties from future IRONMAN Oceania/Multi Sport Tri races.

Please visit the [Oceania Transfer Program](https://www.ironman.com/transfer-withdrawal) (<https://www.ironman.com/transfer-withdrawal>) page to submit your request and to view additional program policies.

or

#### **Oceania Athlete Withdrawal Program**

If you cannot participate in the event for any reason, entry fee refunds are available in accordance with the below stated Athlete Withdrawal dates only. After the stipulated dates, entry fees are non-refundable for withdrawals initiated by the athlete. Requests for refunds must be notified to the organiser in writing via email at [newzealand@ironman.com](mailto:newzealand@ironman.com).

#### ELIGIBLE ATHLETE WITHDRAWAL REFUNDS

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.

- 45% of entry fee refundable for athlete withdrawal requests made up to 11:59pm (NZT) 1 November 2024.
- 22% of entry fee refundable for athlete withdrawal requests made up to 11:59pm (NZT) 15 January 2025.

*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:*

- *Nirvana Packages (please contact Nirvana directly)*
- *Pre-purchased photo packs (please contact Sportograf directly)*
- *Triathlon New Zealand One-Day Membership (may be refundable prior to the event where Event Operator has not incurred the cost)*

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

*\*\*\*Athletes who have deferred into this event from a previous year, transferred into this event, entered through the use of an Event Credit, promo entry or complimentary (100% discounted) entry are not eligible for athlete withdrawal refunds.*

### **After Flex90 – Enter 91+ days after general entry opening**

*(Entered by 11:59pm (NZT) 11 July 2024)*

No deferral option available.

### **Oceania Transfer Program**

*For Eligible Individual 70.3 Entries only (Excludes Relay Teams)*

If you are unable to attend the event for any reason, you are eligible to transfer your entry to another IRONMAN or IRONMAN 70.3 in the Oceania Region.

- **Requests to Transfer:** must be submitted through the Oceania Transfer Program on or before 11:59pm (NZT) 15 January 2025.
- The event you wish to transfer into must still be open for general entry and is within the same calendar year.
- A transfer fee of \$70 (inclusive of all fees and taxes) in the currency of the event you are transferring into.

**Note:** If there is an increase in entry fee, you will be required to pay the difference or if there is a reduction in entry fee this is not refundable. The Oceania Transfer Program is not available to athletes who have transferred or deferred into this event or entered the event through the use of an Event Credit, promo entry or complimentary (100% discounted) entry. All transfers are final.

Please visit the [Oceania Transfer Program \(https://www.ironman.com/transfer-withdrawal\)](https://www.ironman.com/transfer-withdrawal) page to submit your request and to view additional program policies.

Athletes are not permitted to transfer their entry 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 National Triathlon Federation and banning of both parties from future IRONMAN Oceania/Multi Sport Tri races.

-or-

### **Oceania Athlete Withdrawal Program**

If you cannot participate in the event for any reason, entry fee refunds are available in accordance with the below stated Athlete Withdrawal dates only. After the stipulated dates, entry fees are non-refundable for withdrawals initiated by the athlete. Requests for refunds must be notified to the organiser in writing via email at [newzealand@ironman.com](mailto:newzealand@ironman.com).

### **ELIGIBLE ATHLETE WITHDRAWAL REFUNDS**

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*\*\*\* Athletes who have deferred into this event from a previous year, transferred into this event, entered through the use of an Event Credit, promo entry or complimentary (100% discounted) entry are not eligible for athlete withdrawal refund.*

## **Alternative Option Available to All**

### **Transfer your Entry to a Different Category**

Athletes can request to transfer their entry from an Individual to a Relay Team or vice versa up until such time as that category is sold out, subject to the following terms:

- To request a transfer from one category to another, athletes must email the customer service team at [newzealand@ironman.com](mailto:newzealand@ironman.com) on or before 23 February 2025. After this date, such requests can only be made at the Help Desk at Check-in see [Event Schedule](#). If transferring into a Relay Team, email must contain Relay Team name, chosen team password, team category (male team, female team or mixed team) and relay leg the individual will be competing in.
- **Individual 70.3 to Relay Team** - Where an Individual 70.3 athlete requests to transfer to a Relay Team and space is available, the athlete is required to pay the difference in entry fees between the two categories.
- **Relay Team to Individual 70.3** - Where an Individual from a Relay Team requests to transfer to an Individual and space is available, the difference in entry fees will not be refunded.

**Please note:** This event takes place in Taupo, New Zealand. 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 program set out above, no further remedies will be provided for change of mind, change of personal circumstances (including work conflicts), or injury.

If you decide to withdraw at the event after collecting your race kit at Check-In, please advise Event Information onsite and hand your timing chip in. If you need to withdraw on race day, your details must be recorded by the Drop Out Clerk located at Event Information.

