

REGISTRATION REFUND FAQ'S

WHAT IS REGISTRATION REFUND?

Registration Refund is an optional registration reimbursement program that provides registered participants protection for otherwise non-refundable registration expenses if they are unable to participate due to unforeseen qualified reasons.

HOW DO I REQUEST A REFUND?

Requesting a refund is simple!

- **Request a refund request form**
 - Use the refund request form attached to the enrollment screen.
- Or
 - Request a form by calling us at 888-596-3407 or by emailing us at EventRefund@Transamerica.com.
- **Submit the refund request form**
 - Include all the appropriate supporting documentation.
 - Submit the form when possible, but no later than 60 days after the event date.
 - Submit documentation by email, physical mail or fax.
 - **Note:** Refund requests will not be processed until after the event date.
- **Visit a Qualified Medical Practitioner**
 - In the case of an injury, illness or pregnancy, a qualified medical practitioner must advise you not to participate in the event and will need to sign your refund request form.
- **Claims are settled within 3 weeks.**
 - Typically all refunds are reviewed and settled within 3 weeks from the time we receive all the required documentation. This includes the time to process the refund and mail the check to the address on the refund request form.

Note: To reduce delays in processing your refund, please remember to:

- a. Include the address to which you would like us to mail the check.
- b. Use the name used in the registration process.
- c. Write clearly.
- d. Include all needed documentation at the time of submission.

DO I NEED TO VISIT A DOCTOR?

Injury or illness requires a Qualified Medical Practitioner to certify you are unable to participate and the refund request form is to be completed by the practitioner.

WHO IS A QUALIFIED MEDICAL PRACTITIONER?

A **Qualified Medical Practitioner** means a person licensed as a medical doctor by the jurisdiction in which he/she is resident to practice the healing arts. This includes physicians, licensed physical therapists, occupational therapists and chiropractors. He/she must be practicing within the scope of his/her license for the service or treatment given and may not be the covered individual or a family member of the covered individual.

HOW WILL I RECEIVE THE REFUND?

Once the refund request is approved, your refund check will be mailed to you.

CAN I TRANSFER MY REGISTRATION TO ANOTHER EVENT OR INDIVIDUAL?

No, this is not permitted.