2027 Mooloolaba Triathlon Athlete Withdrawal Policy

This event takes place in Mooloolaba, 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).

As stated in the Terms of Entry (including Activity Waiver), under no circumstance are you permitted to give your race kit to another person. The safety of our athletes is paramount, therefore we need to ensure we have correct details of all our athletes on course.

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 received in writing via e-mail to mooloolabatri@theironmangroup.com.

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 20 December 2026**
  - All athletes – 45% refund of entry fee.
- **Requests received before 30 January 2027**
  - All athletes - 22% refund of entry fee
- **Requests received after 30 January 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*
- AusTri one-day-licence*
- 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 Distance

Athletes can request to transfer their entry to a lesser or greater race distance up until such time as that race distance is sold out, subject to the following terms:

- Athletes must log into their Participant Dashboard and select Change Competition before 5:00pm (AEST) on 7 March 2027. After this date, such requests can only be made at the Athlete Services Desk at Athlete Check-in.
    - For changes between individual races and relay teams (or vice versa), please email mooloolabatri@theironmangroup.com
- **Transferring to a greater distance (or relay team):** Difference in entry fees between the two distances payable at the time of transfer.
- **Transferring to a shorter distance (or from relay team)**: Difference in entry fees between the two distances will not be refunded.