

## **Goat Tongariro 2021 Event Refund Policy**

### **STANDARD ENTRY CANCELLATIONS**

Contact [entries@thegoat.co.nz](mailto:entries@thegoat.co.nz) before Saturday 7<sup>th</sup> November 2020.

- 75% refund of entry fees.
- No transfer of entries to another person or to a future event.
- We will send you your event Goat BUFF but will not send out your event finishers medal.

Contact [entries@thegoat.co.nz](mailto:entries@thegoat.co.nz) before Saturday 5<sup>th</sup> December 2020.

- 50% refund of entry fees.
- No transfer of entries to another person or to a future event.
- We will send you your event Goat BUFF but will not send out your event finishers medal.

Contact [entries@thegoat.co.nz](mailto:entries@thegoat.co.nz) before Saturday 16<sup>th</sup> January 2021.

- 25% refund of entry fees.
- No transfer of entries to another person or to a future event.
- We will send you your event Goat BUFF but will not send out your event finishers medal.

Contact [entries@thegoat.co.nz](mailto:entries@thegoat.co.nz) from Sunday 17<sup>th</sup> January 2021.

- No refunds of entry fees.
- No transfer of entries to another person or to a future event.
- We will send you your event Goat BUFF but will not send out your event finishers medal.

### **ACCOMMODATION PACKAGE CANCELLATIONS**

- Cancellation of accommodation component of package prior to 7 days of arrival refund will incur a 10% admin fee charge.
- Cancellation of accommodation component of package within 7 days of arrival. No refunds. Note: a one off date change for accommodation can be provided at no charge or if the accommodation can be on-sold, refund will incur a 10% admin fee charge.
- Complimentary inclusions will not be supplied with accommodation package cancellation.
- PLEASE NOTE: Cancellation of the entry component of the accommodation package will align with 2021 Goat entry refund policy. No transfers of entries.

**Goat Tongariro 2021 Force Majeure and Event Cancellation/Alteration Policy.**

I understand and agree that as a result of a Force Majeure situation, or as a directive of police or national, regional or local authorities, organisers of the Event (the Goat Tongariro) may be forced to either cancel the Event in full, or forced to alter aspects of the Event without notice. Alterations may modify, delay, shorten, re-route or stop some aspects of the planned Event, or include a virtual format.

Should a Force Majeure situation or a directive of police or national, regional or local authorities impact the Event at any time, regardless of what, if any, aspects of the Event do occur on Saturday 27th February, 2021; I understand and agree that:

- there will be no Contingency/Reserve Day for the Event in 2021.
- there will be no refund of any entry fees made, and no refund of any costs incurred by an entrant in connection with entering the Event.
- there will be no entry transfers made to any future Events.

A Force Majeure situation may include "Acts of State"/government restrictions/directives which make staging the event illegal, epidemics/pandemics, communicable disease, war, riots, insurrection, acts of terrorism, protests, work stoppage, slowdowns, labour difficulty, natural disasters (floods, fires, hurricanes, tornadoes, volcanic eruptions, earthquakes, tsunamis), forecast or actual major adverse weather events (relating to cyclones/storms/wind/rough water/rainfall/hail/lightning) or other health and safety concerns which make delivering the event as planned unsafe. Outside of above, a Force Majeure situation covers any other cause beyond the organiser's reasonable control making it impossible for some or all aspects of the Event to occur as planned.

If the Event is cancelled in full for any reason other than at the direction of police or national, regional or local authorities, or due to a Force Majeure situation, I understand and agree that the Event will provide a remedy to entrants that will be consistent with its obligations under the NZ Consumer Guarantees Act.

If the Event is altered for any reason (alterations may modify, delay, shorten, re-route or stop some aspects of the planned Event, or include a virtual format) other than at the direction of police or national, regional or local authorities, or due to a Force Majeure situation, I acknowledge and agree that in these circumstances any such alteration of the Event is not a major failure within the meaning of the NZ Consumer Guarantees Act, and that the altered Event remains fit for purpose and provided within a reasonable timeframe.