2027 Tarawera Ultra-Trail by UTMB Withdrawal Policy

This event takes place in Rotorua, 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.

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 requested through the official form that can be found on the Event website here: **https://tarawera.utmb.world/runners/entry-info)**

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.

Partial Refund:

- **Requests received before 22 November 2026**
  - All athletes - 45% refund of entry fee
- **Requests received before 2 February 2027**
  - All athletes - 22% refund of entry fee
- **Requests received after 2 February 2027**
  - All athletes - No refunds under this Athlete Withdrawal Policy

Deferral Programme (TMiler Athletes Only):
TMiler athletes may defer their entry to 2028 Tarawera Ultra-Trail New Zealand by UTMB, to the same distance, subject to the following terms;

- Registered into the 2027 TMiler before 16 May 2026, 11:59pm (NZT)
- Request must be received before 3 January 2027, 11:59pm (NZT)
- $55 deferral fee applies, payable at the time of registration into the 2028 event

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 or transferable.

These non-refundable additional purchases include:

- Nirvana packages and accommodation (contact Nirvana directly)
- Training packages (contact supplier directly)
- Transport*
- Pre-purchased photo packs*
- Medal engraving tag*

*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://utmbstoreoceania.myshopify.com/pages/terms-conditions. Please note that refunds are not offered for change of mind merchandise purchases.

Transfer 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 (NZT) on 12 February 2027. After this date, such requests can only be made at the Help Desk at Athlete Check-in.
- **Transferring to a greater distance:** Difference in entry fees between the two distances payable at the time of transfer.
- **Transferring to a shorter distance**: Difference in entry fees between the two distances will not be refunded.

Transfer to a Friend

Athletes can transfer their race entry to a friend subject to the following terms:

- Transfer request is submitted via original athlete's Participant Dashboard before 5:00pm (NZT), 12 February 2027.
- The transferred registration must be for the same distance.
- The transfer is complete when the receiving athlete registers and pays (at the current advertised price on the Event website) using the transfer registration link.
- A full refund of the entry fee will be processed, less a $55 transfer fee, once the new transferred registration is completed.
- Additional purchases and merchandise cannot be transferred to another athlete. The above Additional Purchase and Merchandise terms will apply.

As stated in the Athlete Terms of Entry and Participation, under no circumstance are you permitted to give your bib 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.