

Transfer & withdrawal policy for the IRONMAN 70.3 Kraków Relay (referred to as "event")

In accordance with Article 38(1)(12) of the Consumer Rights Act, the athlete is not entitled to the right of withdrawal from the agreement to participate in the race.

Except for situations provided for in these regulations, the Organizer does not allow the transfer of the entry fee to another participant, another event, or another year.

§ 1. WITHDRAWAL

1. In the event of withdrawing from the event, the organizer will refund the entry fee according to the following schedule:
 - a. Until April 3, 2025, 50% of the entry fee is refundable;
 - b. From April 4, 2025, to June 19, 2025, 25% of the entry fee is refundable;
 - c. From June 20, 2025, the entry fee is non-refundable.
2. To withdraw, you must complete the [FORM](#).
3. Only the person who made the payment for the Event (the team captain) can submit a withdrawal from the event. In the case of withdrawal, the entire relay team and all its members will be removed from the list of participants
4. An athlete who transferred their registration from the previous year or from another event is not eligible for a refund.
5. Fees for additional services purchased during or after registration will be refunded 100% by June 19, 2025. If the service has already been provided, no refund will be made.
6. Refunds are made to the credit card or account used for the registration payment, unless the athlete provided a different account during withdrawal. If the refund is made to a different account, the athlete must be the account holder. Refunds may take up to 8 weeks to process.

Licences and insurance purchased are non-refundable.

Withdrawals – FAQ

1. Can I get a full refund if I provide a medical certificate?

No. We will not make any exceptions for athletes that can provide a medical certificate.

2. I have booked my slot through Nirvana Europe and therefore have a Race Cancellation Insurance. How do I proceed to claim back my money?

Please fill out the withdrawal form and make sure you get in contact with Nirvana Europe to request the additional amount of refund

§2. TRANSFER TO OTHER IRONMAN EVENTS

1. It is not possible to transfer from the Event to other events in the IRONMAN, IRONMAN 70.3, 5150 Triathlon Series, or 4:18:4 series.

§ 3. TRANSFER FOR IRONMAN POLAND AND IRONMAN CZECH REPUBLIC EVENT

1. To transfer to another Event organized within IRONMAN Poland or IRONMAN Czech Republic, contact the Organizer by emailing krakow70.3@ironman.com
2. The transfer is possible until July 24, 2025.
3. If transferring to an Event with a lower entry fee than the amount paid, the difference in the entry fee will not be refunded.
4. If transferring to an Event with a higher entry fee, the athlete is required to pay the difference in entry fees.
5. The transfer option applies only to events taking place in the same calendar year as the event from which the withdrawal is made.
6. It is possible to transfer purchased additional services (e.g., medal engraving, photo package) to another event. If the service for the target event is sold out, the service fee will be refunded.
7. The transfer can be used only once within the same entry fee.
8. It is not possible to transfer to an Event where registration is already closed.
9. The Event to which the transfer is being made must remain open for at least 10 days.
10. It is possible to exchange the entry fee for a voucher, equal to the amount of the paid entry fee, for events organized within IRONMAN Czech Republic and IRONMAN Poland in 2026 (hereinafter: "voucher").
11. To exchange the entry fee for a voucher, please send an email to krakow70.3@ironman.com.
12. The exchange of the entry fee for a voucher is possible until July 24, 2025.
13. Registrations made using a voucher cannot be transferred again to the following year and are non-refundable.
14. In the case of registering for an event where the entry fee is higher than the value of the voucher, the athlete is required to pay the difference.
15. In the case of registering for an event where the entry fee is lower than the value of the voucher, the athlete is not entitled to a refund of the remaining unused amount. The unused amount can be applied to the registration for another event in 2026.
16. The voucher cannot be exchanged for cash (in whole or in part) and is non-refundable.
17. Sponsor, charity, group, and other non-entry fee packages are excluded from transfers and the option to receive a voucher.

18. Selecting the transfer option is equivalent to waiving the right to receive a partial refund of the entry fee for the event the athlete was originally registered for. A partial refund will not be possible for the event to which the entry fee was transferred.

Transfer – FAQ

1. What if I have transferred to another race and cannot take part any longer?

Once you have completed the transfer, you are no longer eligible for any further options if you cannot take part in the race.

2. What if the event I want to transfer into sells out before I receive my registration link?

Once you have completed the transfer request your race entry is secured.

3. What communication should I expect after I request a transfer?

You will receive a confirmation once you have submitted your transfer request from Active.com. If you are eligible for your request, you will receive another email by Active.com containing your personal registration link for the transferred event. Please check your junk mails to make sure you complete your transfer by redeeming the registration link. After redeeming your registration link you will receive a confirmation of your transfer. If you are not eligible for transfer, our team will notify you via email.

5. Can I transfer to the same event next year?

It is not possible to transfer your registration from an IRONMAN race to next year.

6. Can I transfer my slot to another athlete?

No, A transfer to another athlete is not an option.

If you have any questions, please contact krakow70.3@ironman.com.