NEW ZEALAND SOTHEBY'S INTERNATIONAL REALTY QUEENSTOWN MARATHON PRESENTED BY ASICS TERMS AND CONDITIONS
(42.2KM, 21.1KM, 10KM, KIDS MARATHON)

ATHLETE WITHDRAWALS

If you cannot participate in the event for any reason, entry fee refunds are available in accordance with the below stated Athlete Withdrawal dates only. After the stipulated dates, entry fees are non-refundable for withdrawals initiated by the athlete. Requests for eligible partial refunds must be notified to the organiser **via the withdrawal form here**.

ELIGIBLE ATHLETE WITHDRAWAL REFUNDS
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.

- **45% of entry fee** refundable for athlete withdrawal requests made up to 11:59pm (NZT) on 23 August 2026
- **22% of entry fee** refundable for athlete withdrawal requests made up to 11:59pm (NZT) on 4 October 2026

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:

- *Bib Postage**
- *Pre-purchased photo packs**
- *Shuttles**
- *Medal Engraving Tags**
- *Certificates**

**May be refundable prior to the event where Event Operator has not incurred the cost.*

Your options regarding refunds for merchandise purchased during registration are outlined in the Online Stores 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.

Athletes who have deferred into this event from a previous year, entered through the use of an Event Credit or complimentary (100% discounted) entry are not eligible for athlete withdrawal refunds.

Please note: This event takes place in Queenstown, 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 or change of personal circumstances (incl. work conflicts, illness or injury).

If you decide to withdraw at the event after collecting your race bib at Check-In, please advise Event Information onsite. If you need to withdraw on race day, your details must be recorded by the Event Staff at Event Information.

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:

- To request a transfer from one race distance to another, athletes must log into their Participant Dashboard and select Change Category before 5:00pm (NZT) on 13 November 2026. After this date, such requests can only be made at the Help Desk at Athlete Check-in.
- **Transferring to a greater distance:** Where an athlete requests to transfer to a greater distance and space is available, the athlete is required to pay the difference in entry fees (at the current price at time of transfer) between the two distances.
- **Transferring to a shorter distance:** Where an athlete requests to transfer to a shorter distance and space is available, the difference in entry fees will not be refunded.

TRANSFER YOUR ENTRY TO A FRIEND

Athletes can transfer their race entry to a friend in accordance with the below stated Transfer to a Friend date:

- Transfer to a Friend transfers accepted up until 5:00pm (NZT) on 13 November 2026.
- A transfer fee of $27NZD including all fees and taxes will be charged to the withdrawing athlete.
- Athletes can formally transfer their entry to someone else within the same distance event already entered.
- 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 and will not be transferred with your entry. These non-refundable additional purchases include:
  - *Bib Postage**
  - *Pre-purchased photo packs**
  - *Shuttles**
  - *Medal Engraving Tags**
  - *Certificates**

**May be refundable prior to the event where Event Operator has not incurred the cost.*

- Your options regarding refunds for merchandise purchased during registration are outlined in the Online Stores 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.
- It is not possible to transfer your entry to someone else who is wanting to do a different distance event (i.e. Full Marathon to Half Marathon).
- To transfer an entry to a friend, the initial registrant must log in to their Participant Dashboard, select 'Transfer Registration' and follow the necessary steps. **Please note: the receiving athlete will be sent a link to complete the registration and will need to pay for the entry (at the current entry price advertised at https://queenstown-marathon.co.nz/entry-info/)** in order for the transfer to process, then the original athlete will be refunded their entry fee less the $27NZD (including all processing fees and GST) transfer fee.

**As stated in the Athlete Waiver, 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.

DEFERRALS

No deferral option available.