

Manchester Half Marathon 2020 Withdrawal, Transfer and Refund Policy

Considerable effort goes into producing an event such as the Manchester Half Marathon. From the moment we receive your entry we expend funds and apply them in good faith in relation to your entry. These costs include fees to our payment processing provider, products for goody bags and prizes, venue hire time, and general staffing costs- for example, a significant amount of administration and practical work also starts the moment you enter and continues up until, and even after an event.

In respect to any request for a race transfer, withdrawal, and/or refund, we will implement the following policy: This policy has been created in fairness to all the event competitors so that equal opportunity exists for registering for the Manchester Half Marathon. There are no race day registrations or race day transfers for the Manchester Half Marathon, even if a registered athlete is a "no show" and a slot is available. This policy has been implemented in fairness to all other competitors who registered for the event, to ensure that events start on time, for legal and safety considerations, and for event management.

Refunds: If you notify us via email within 14 days of the original order, a full refund (less the booking fee) will be provided. If you notify us via email 3 months prior to the race date, we will allow a refund (less 20% admin fee). All withdrawals must be done by emailing the Customer Services team at info@manchesterhalfmarathon.co.uk.

Withdrawals: A withdrawal from the Manchester Half Marathon can be made at any time prior to the event. Please let us know of your withdrawal in writing as soon as possible. (Please contact our customer services team via email- info@manchesterhalfmarathon.co.uk).

Transfer your entry to someone else: Before 4th September 2020 you can transfer your entry to another runner. All substitutions must be done online, and a £10 fee will be charged. To access your account, follow this link or copy and paste it into your browser <https://myevents.active.com/> . Once logged in, scroll to find the Manchester Half Marathon event and select 'Transfer Registration'. You will then be required to input the new participants email address. Once you select to transfer your entry to another person, they will receive an email to accept the transfer. The new participant needs to complete the registration process, including payment. This payment will also include any price increases to event entry. Once this has been completed, the original participant will receive the refund, less the £10 transfer fee.

Transfer your entry to a Human Race event: Before 4th September 2020 you can transfer your entry to a Human Race event that is currently open for entries. For a list of Human Race events, please follow this link; <http://humanrace.co.uk/events/>. All transfers must be done online, and a £10 fee will be charged. To access your account, follow this link or copy and paste it into your browser <https://myevents.active.com/> . Once logged in, scroll to find the Manchester Half Marathon event and select 'Change Event'.

Transfer your entry to next year's Half Marathon: We do allow race transfers to the following year's half marathon before 4th September 2020 for a fee of £10. A race transfer is defined as transferring a competitor's Race entry from the Manchester Half Marathon to the following year for any reason (injury, unexpected calendar conflict, etc.). The transferred place is only redeemable by the participant themselves and cannot be passed onto someone.

To transfer your entry to the 2021 Manchester Half Marathon please contact us directly on info@manchesterhalfmarathon.co.uk