



ACTIVE Refund Participant Information

Below you will find answers to common participant questions.

Where do I go to submit a refund request?

Follow the instructions in the ACTIVE Refund email you received shortly after registering or visit refund.active.com/event

Where can I view the terms and conditions?

The ACTIVE Refund terms and conditions can be viewed at refund.active.com/event

Does it apply to a canceled event?

No, any requests submitted due to event cancellation, postponement, or transformation to a virtual event are only eligible to receive a reimbursement of the ACTIVE Refund fee paid. The registration fee will not be refunded by ACTIVE Refund.

To receive a reimbursement of the ACTIVE Refund fee, the participant should submit a request or contact support@active.com no later than 48 hours after the activity date.

Where can I get help submitting a refund request?

Contact the active.com participant support team at support@active.com or visit refund.active.com/event

★ Most asked

How much time do I have to submit my request?

Refund requests must be submitted no later than midnight forty-eight (48) hours prior to the activity start date.

Can I purchase after I have registered?

No, ACTIVE Refund can only be purchased during registration.

Does it apply if I transfer my registration or to another category?

No, ACTIVE Refund is strictly for participants that purchase it and for the category registered. It will not cover a transferred registration.



ACTIVE Refund Participant Information

Participants who purchased ACTIVE Refund can use this link, refund.active.com/event, to submit refund requests, view the terms and conditions, and contact ACTIVE Support



Submit a Refund Request



Contact ACTIVE Support



View the Terms & Conditions



Tip: We recommend placing this link on your website so your participants always have a handy way to access ACTIVE Refund

The screenshot shows a web browser window with the URL <https://refund.active.com/event>. The page features the ACTIVE Refund logo, a "Submit a request" button, and a "View submissions" link. The main content area includes a "Thank you." message, a paragraph explaining the refund process, and a tip about submitting requests. To the right is an illustration of a woman running. Below this is a section titled "Here are some helpful tips to remember:" followed by a "Take your time." tip and an illustration of a man sitting at a desk talking on a phone.

[Submit a request](#) [View submissions](#)

Thank you.

Purchasing ACTIVE Refund on your registration was a smooth move. You are now eligible for a no-questions-asked refund. That's one less risk to take here, and one more to take on the field.

Should you need to request a refund, you may [submit a refund request](#) online up to midnight 48 hours before your event date. Feel free to contact [ACTIVE Customer Support](#) directly with any questions.

[Submit a request](#) [View submissions](#)

Here are some helpful tips to remember:

Take your time.

You can request a refund for your registration anytime, so long as it is more than 48 hours before the event date as noted in your ACTIVE Refund purchase information email.