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,

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.

★ 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.

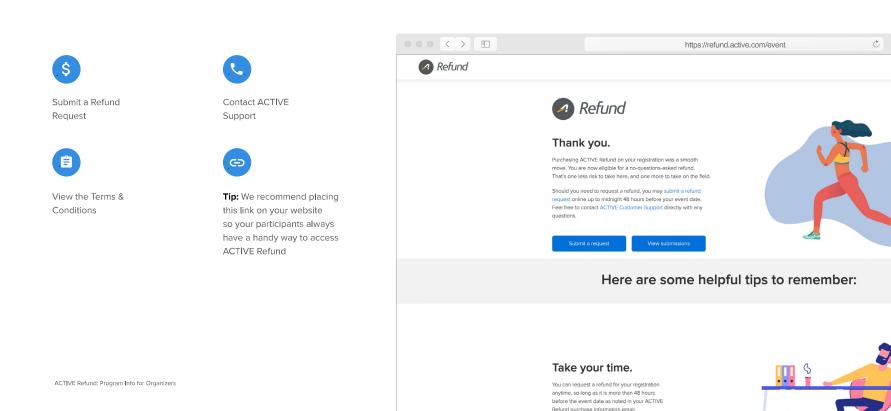
Where can I get help submitting a refund request?

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

ACTIVE Refund: Program Info for Organizers

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



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