

Refund Policy

Overview

At Alicante900, we strive to provide a fair and transparent booking experience for all participants in our unsupported bike adventures. Please read this Refund Policy carefully before making a booking. By registering for an event or purchasing a service, you agree to the terms outlined below.

1. Event Registration Fees

All registrations are considered final once payment is completed. However, we understand that unexpected situations may arise. Refunds will be handled according to the following terms:

1.1 Refund Eligibility

- More than 60 days before the event start:
80% refund of the registration fee.
- 30–59 days before the event start:
50% refund of the registration fee.
- Less than 30 days before the event start:
No refund available.
- No-shows or early withdrawals:
No refund available.

Please note: Refunds exclude any transaction or service fees charged by payment providers.

2. Transfer of Registration

Participants may transfer their registration to another rider up to 14 days before the event, subject to approval by Alicante900. A small administrative fee (€25) may apply.

3. Event Cancellation or Postponement

If an event must be cancelled or postponed due to circumstances beyond our control (e.g. severe weather, natural disasters, government restrictions, or safety concerns):

Participants must not:

- Receive private, pre-arranged or on-course support
- Use personal support vehicles

Participants may use:

- Commercial services available to everyone (shops, cafés, hotels)
- Public transport **only in emergencies**, after which they must return to the exact point of exit to continue

Each rider is responsible for navigation, safety, equipment, decisions, and logistics.

4. Route Information

The event follows a **fixed, circular route** starting and finishing in **Alicante**.

- Final route released end of **September 2026**
 - Final GPS file provided **one week before the start**
 - Minor changes may occur for safety or environmental reasons and will be communicated when possible
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5. Navigation & Compliance

Participants must always follow the official GPS track.

Short deviations for:

- Safety
- Supplies
- Accommodation

are permitted, but riders must return to the track at the earliest reasonable point.

Participants must comply with:

- All local laws and traffic regulations
 - Environmental and community respect guidelines
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6. Safety & Self-Responsibility

Alicante900 involves risks including traffic, weather, terrain, fatigue and isolation.

Mandatory equipment

- Certified helmet
- Front and rear lights
- Reflective vest or straps for low-light conditions