

# 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.

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### 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.

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### 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.

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### 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.

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## 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