



## **Musketeer Event Management Withdrawal & Refund Policy 2020**

All entries withdrawn by email or in writing before ballot day will receive 100% refund of all monies.

All entries received before Ballot Date and withdrawn by email or in writing to [entries@tristareventing.com](mailto:entries@tristareventing.com) that are replaced will receive a refund minus an administration fee of £12 plus VAT, as per rule 4.11.2.

All entries made after Ballot Date and subsequently withdrawn by email or in writing to [entries@tristareventing.com](mailto:entries@tristareventing.com) before the Entry Amendments date that are replaced, will have a 75% refund.

NO refunds will be made after Entry Amendments date and all withdrawals must be made or confirmed by email to [entries@tristareventing.com](mailto:entries@tristareventing.com)

A waiting list will be displayed as soon as practically possible after Ballot date, people will be taken off the wait list in order. Prior to the event, waitlist riders will be put into the sections which can be seen on the Entries site. From the 48 hours before the event, waitlisted riders will be contacted. If the Secretary is unable to contact a rider within an hour, it will be passed to the next person on the list.

Remember, only an equivalent replacement (same class) from the waitlist will activate a refund.

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