

DOCUMENT 6

Refund & Cancellation Policy

APPLIES TO: All participants · Last Updated: July 2026

ALL BOOKINGS ARE NON-REFUNDABLE

By completing your registration and payment, you acknowledge and agree that your ticket purchase is non-refundable except in the specific circumstances set out in this policy.
Please read this policy in full before purchasing your ticket.

1 STANDARD CANCELLATION POLICY

1.1 All event entries are non-refundable. This applies regardless of the reason for non-attendance, including but not limited to illness, injury, change of plans, travel disruption or personal circumstances.

1.2 No partial refunds are available for athletes who attend but do not complete all stations.

1.3 No refund is available for athletes removed from the event for safety or conduct reasons.

2 TICKET TRANSFERS

2.1 If you are unable to attend, your entry may be transferred to another person subject to the following conditions:

- Transfer must be requested by emailing thorpe@vitrovitalitygames.co.uk at least 72 hours before the Event
- Transfer must be approved in writing by the Organiser before it takes effect
- The replacement participant must complete all registration requirements including the Participant Waiver before attending
- Only one transfer per booking is permitted
- Transfers cannot be made within 72 hours of the Event

3 CANCELLATION BY THE ORGANISER

3.1 If the Organiser cancels an Event for any reason, participants will be offered a choice of:

- A place at a rescheduled event on a date to be confirmed
- A credit of equivalent value redeemable against a future Vitro Games event
- A full refund if no reschedule is made available within 90 days of the original event date

3.2 If the Organiser makes a material change to the Event (significant date, venue or format change), participants will be notified and offered the options in clause 3.1.

4 FORCE MAJEURE

4.1 If an Event is cancelled or postponed due to circumstances beyond the Organiser's reasonable control (including but not limited to extreme weather, venue closure, government restriction or pandemic-related measures), participants will be offered the options in clause 3.1. The Organiser shall not be liable for any additional costs incurred by participants as a result of such cancellation or postponement.

5 VITRO BUILDER MEMBERSHIP CANCELLATION

5.1 The Vitro Builder Membership is a monthly rolling subscription. No minimum term applies.

5.2 Cancellation takes effect at the end of the current billing period. You retain access to all membership benefits until that date.

5.3 To cancel, email thorpe@vitrovitalitygames.co.uk or cancel via your payment method. Cancellations must be made at least 48 hours before the next billing date to avoid the next charge.

5.4 No refund is available for the current billing period.

- Email: thorpe@vitrovitalitygames.co.uk
- Phone: 07477 296369
- Response time: within 48 hours