

# ACTI+ CANCELLATION INSURANCE

SQMTime.com and in particular the ACTI+ option offers you a credit refund on any unused registration if you are unable to attend the reserved event due to any of the circumstances below.

## Definitions

The following words or phrases are explained below for when they appear in bold in this document.

**You** - A person who, alone or as part of a group, has placed a registration with us.

**Doctor** - A qualified physician. A doctor may not be yourself or a close relative.

**Illness** - A physical or mental condition confirmed by a doctor that prevents you from attending the reserved event.

**Injury** - A physical injury confirmed by a doctor that prevents you from attending the reserved event.

**Registration** - A race registration that allows you to participate to one of the events, listed on the website SQMTime.com. This registration may include other options.

## What do we reimburse?

We will reimburse the cost of your registration (= credit your SQM Time account with credits to the value of your registration excluding the administration fee and cost of the ACTI+ insurance) if you are unable to attend an event due to any of these reasons:

- An injury or illness to you
- the death of you at any time before the reserved event, or an immediate family member within a period of 1 week before the reserved event;
- You are military and you are placed unexpectedly overseas;

## What do we not reimburse?

We will not offer a refund when:

- You cannot provide a doctor's certificate in time for your injury or illness
- your only reason for not being able to attend is because someone else in your group can no longer attend the event for whatever reason
- you are unable to attend the reserved event because you are unable to obtain visas to travel
- the reserved event has been cancelled, cancelled, postponed, curtailed or moved (for example due to meteorological conditions, pandemic, safety, ...)
- you are unable to attend the event due to travel restrictions (e.g. travel restrictions due to a pandemic, curfew, (mandatory) quarantine, meteorological conditions, closed borders, etc.)
- you decide not to go to a reserved event for other reasons

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- you submit your request for a refund and the necessary supporting documents **later than 2 days before the reserved event**. For an event-taking place on Sunday, the deadline for delivery is Thursday 23.59 hrs. For an event taking place on Saturday, the final date for delivery is Wednesday 23.59 etc...

We will not bear any travel or expenses or any other loss than the purchase price of the reserved event.

We do not reimburse any expenses that you may incur in submitting or providing evidence to support your request for a refund.

**We do not reimburse used discount codes**, only amounts paid with our payment provider Mollie.

## How much do we reimburse?

We will credit your SQM Time account with credits equal to the cost of your registration, excluding the processing fee and the cost of Acti+ insurance, if your annotation is made up to 1 week before the event. If your annotation is made in the last week before the event (submission is possible up to 2 days before the event) you will receive credits equal to 75% of the cost of your registration, excluding the processing cost and the cost of Acti+ insurance.

The refund consists **only of online credits**, which you can spend on events on the SQMTime.com website.

## Apply for Refund

You must log on to [www.sqmtime.com](http://www.sqmtime.com) and, as soon as possible after you were aware of the circumstances that may have led to your application for a Refund, cancel your order/registration in question **no later than 2 days before the reserved event**.

You will be asked to deliver / upload:

- **A doctor's certificate** if your request for refund is due to an injury or illness, or
- a **death certificate** if your application for restitution is due to a death;
- **proof of your transfer** (military)

Without uploading the necessary documents, your cancellation is NOT valid. A document that reaches us by email or other means is never valid. Documents that reach us late are unfortunately not valid and we make no exceptions.