

## Dubai Kartdrome Ironman (SWS) 2024 Open Practice Refund & Cancellation Policy

### 1.1 Cancellation Policy:

- Clients can receive a full refund of any advance payment if they cancel their booking more than **7 working days** (business hours) prior to the event, with an admin fee of **160 AED** deducted.
  - If the client cancels their booking in less than **7 working days** before the event, **50%** of the advance payment will be refunded.
  - No refunds will be provided if cancellation requests are made within **3 working days** (business hours) before the event.
  - Refunds for cancellations will be processed after deducting any applicable admin fees.
  - Public Holidays are not included as working days for cancellation notice.
- \* In case of cancellation due to sickness, organizers must be informed at least 2 hours before the event registration begins, and a doctor's certificate must be provided within 2 days.*

### 1.2 Rescheduling Policy:

- With rescheduling requests made more than **7 working days** before the original event date, no admin fees will apply.
- If clients wish to reschedule an event between **3 to 6 working days** before the original event date, an admin fee of **160 AED** must be paid during registration onsite on the rescheduled date.
- Rescheduled events must take place within **3 months** of the original booking.
- Clients are allowed to reschedule the same booking only once. If a rescheduled event is later cancelled by the client, no refunds will be provided.
- All cancellation or rescheduling requests must be communicated via written email to the sales representative handling the booking from **Mon-Fri during business hours**. If the sales representative is unavailable, contact their nominated backup person stated in the out-of-office message.
- If Dubai Autodrome (Dubai Kartdrome) cancels a booking due to adverse weather conditions or other Force Majeure reasons, clients will not receive a refund but can book a replacement date within **3 months** of the cancelled booking. Dubai Autodrome cannot be held responsible for any costs incurred under such circumstances.

### 1.3 Ironman Loyalty:

In-case of any no-shows or cancellations of Ironman loyalty bookings within 3 days of the event, the loyalty session will be forfeited.