

Cancellation & Changes Policy

Refund:

Refund Protect may be purchased upon initial registration only when **entering individually** at a rate of 16% of the total amount of the entry fee and goods purchased on behalf of the protected athlete. A registered participant who has opted-in to the Refund Protect service will be entitled to a full refund (including the Refund Protect service fee) if he/she is unable to take part for a valid reason - such as (but not limited to) injury, illness, travel disruption and urgent family or work commitments - subject to submission of adequate supporting evidence no later than 60 days after the event has taken place in accordance with the terms of the service provider, the Protect Group. Purchase of Refund Protect is not allowed subsequent to initial registration. For more details see [Refund Protect](#). Refundable registrations are non-transferable. If you upgrade or downgrade a refundable registration then your initial registration will continue to be refundable. Refunds are not allowed under any other circumstances.

Deferral:

Deferral of registration to another event is not allowed.

Transfer:

Allowed no later than Thu 14 May for Solo entries (**Refundable registrations are non-transferable**), subject to payment of an administration fee of HK\$50. Please click [here](#) to request.

Distance Upgrade:

Allowed no later than Thu 14 May, subject to payment of an administration fee of HK\$50 plus the price difference in entry fees between the price paid and the price at the time of request. Please click [here](#) to request.

Distance Downgrade:

Allowed no later than Thu 14 May, subject to payment of an administration fee of HK\$50 without refund of the price difference in entry fees. Please click [here](#) to request.

Open Water Swim Series Hong Kong / Swim Bike Run Club reserves the right to final interpretation of all rules, regulations and policies.

取消和轉換政策

退款：

退款保障（Refund Protect）只能在首次註冊時為**單人報名**購買，費用為報名費和為受保參賽者購買的商品總額的16%。選擇退款保障服務的參賽者，如果因有效理由（例如但不限於受傷、疾病、旅行中斷以及緊急家庭或工作安排）無法參加活動，將有權獲得全額退款（包括退款保障服務費），前提是在賽事結束後不超過 60 天內提交充分的文件證明，並符合服務供應商 Protect Group 的條款。退款保障在首次報名後不允許購買。有關更多詳細信息，請參見[退款保障](#)。可退款的報名不可轉讓。如果您升級或降級可退款的報名，則您的首次報名仍然保有可退款保障。其餘任何情況下均不允許退款。

轉換賽事：

不允許轉換到其他賽事。

名額轉讓：

只適用於個人賽 (**可退款的報名不可轉讓**)，最遲於5月14日或之前可以轉讓個人賽名額給其他人，但需付 50 港元的行政費，請點選<[此處](#)>申請。

距離升級：

最遲於5月14日或之前可以升級距離，需付 50 港元的行政費，及支付報名費的差額，價錢是會以登記時已付的價錢與申請時的價錢作計算，請點選<[此處](#)>申請。

距離降級：

最遲於5月14日或之前可以降級距離，需付 50 港元的行政費，且不會退還報名費差價，請點選<[此處](#)>申請。

香港渡游團/游踩跑會 保留更改或取消活動日期及以上條款最終解釋權利。