

**I cannot make any of the alternative dates. Could I get a refund?
Could I transfer my entry to another race?**

If any of the following options are suitable for you:

1. Free deferral to 2021 IRONMAN Lanzarote: 22 May 2021
2. Free transfer to IRONMAN Vichy: 23 August 2020*
3. Free transfer to IRONMAN Portugal: 26 September 2020*

You are still eligible to the options offered by the IRONMAN Transfer & Withdrawal policy:

1. Option to receive a partial refund of your originally paid registration fee
2. To transfer your registration to another not sold out race in the EMEA area within the same year. A transfer to a race into the next year is not an option.

For both options you need to submit the necessary withdrawal form before the deadline (April 8th 2020) that you can find at the bottom of this link:

<https://www.ironman.com/im-lanzarote-register> (terms and condition as per IRONMAN Withdrawal policy).

What happens if I transfer to another race and then that is cancelled?

IRONMAN is committed to the safety and wellbeing of everyone in our race community. IRONMAN staff will continue to follow the recommendations of public health agencies and local authorities. Stay tuned to this page <https://www.ironman.com/updates> for the latest information. We appreciate your patience in this very dynamic time.

What will happen with my additional purchases when I will defer to IRONMAN Lanzarote 2021?

Please note that all additional items purchased during registration including FinisherPix packages will not be refunded and will be automatically moved to next year's race.

What will happen with my additional purchases when I will accept one of the following options?

1. Free transfer to IRONMAN Vichy: 23 August 2020
2. Free transfer to IRONMAN Portugal: 26 September 2020

Please note that all additional items purchased during registration will be refunded at 100% unless where they have already been sent to the athlete. Please note that FinisherPix will not be refunded and will be automatically moved to the new race. All other additional purchases are not transferable, you need to order those again during your transfer process.

FAQ: Bike rental CLS races:

Due to event cancellation - is it possible to change the booking dates of my Club La Santa bike rental?

Yes, absolutely!

Please ensure to forward your original booking confirmation email to bike.center@clublasanta.com, which should clearly show the invoice details, for example - "Bike Rental Booking Invoice: Apr0909-20". Please also confirm the name and email address in which the booking was made.

Finally - ensure to stipulate exact dates in which you wish to have your new booking changed. Please do not state week numbers, for example, Week 39 - exact dates only please.

Due to event cancellation - is it possible to receive a refund of my Club La Santa bike rental?

Yes, please ensure to forward your original booking confirmation email to bike.center@clublasanta.com, which should clearly show the invoice details.

For example - 'Bike Rental Booking Invoice: Apr0909-20'.

Please also confirm the name and email address in which the booking was made.

Can my bike rental refund be made via bank transfer?

For security, the refund will only be made to the card or Paypal account in which the original payment was made.

Can I receive my bike rental refund in gift vouchers to spend on the resort?

No, all refunds will be made to the card or Paypal account in which the original payment was made.

When will I receive my bike rental refund?

Please allow up to 30 days for the refund to be received back to you. Due to the extremely high volume of requests, our administration department are working as fast as possible to make all the returns. If the money has not been received within 30 days - please get in touch!

Who do I contact if I have questions regarding bike rental?

Please email bike.center@clublasanta.com and a member of the team will respond as soon as possible.