

# ROLLOVER CREDIT REQUEST FORM

## Whidbey Island Triathlon South Whidbey Parks & Recreation District

5475 Maxwellton Road, Langley, WA 98260

Phone (360)221-5484 | Fax (360)221-7323 | swparks@whidbey.com

Due to the nature of the multisport business, many of our expenses need to be paid up front to reserve supplies and receive permits. It is therefore not possible for us to provide refunds on registrations, unless we have to cancel the event, in which case we will provide a full refund minus any registration service fees. To date we have never had to cancel an event, and we will do our best to continue that record.

We will, however, provide rollover credits for next year's race if for some unfortunate reason you are unable to join us for this year's event and have already registered. If you need to discuss a credit with us, please email us at [programs@whidbey.com](mailto:programs@whidbey.com). Registrants need to contact the Whidbey Island Triathlon prior to 30 days of the event in order to receive their credit for the following year's event. Requests made 30 days or less to the day of the event will null and void their right for a rollover voucher, although we will try to be as flexible as possible.

Please understand that it is not our intention to profit from this policy, rather to be able to continue to offer a consistent quality of event at a reasonable cost.

### Rollover Credit Guidelines

1. Rollover Credits requested and submitted in writing using this form prior to 30 days of the event may receive a credit toward the following year's event.
2. In order to request a credit, a Credit Request Form must be submitted to the SWPRD office in writing. Verbal requests will not be honored.
3. Rollover Credits may not be issued if cancelled within 30 days of event. Provide documentation (Doctor's note) if requesting a credit within 30 days of event due to injury or similar emergency.
4. Rollover Credits may be used for the same category as they registered (Individual or Team), or may be used as a credit amount toward a more expensive category.
5. Credits will only be honored for following triathlon event. Credits will not be extended beyond the following year's event. Refunds or Credits will not be issued from an account credit.
6. If Credit is approved, participant will need to go through the following process in order to redeem it:
  - a. Email the race director in February requesting a paper registration for your preferred category.
  - b. Complete the paper registration, being sure to sign the waiver/release of liability.
  - c. Include payment for any additional expenses (more expensive category, adding camping etc.).
  - d. By May 1<sup>st</sup> of following year, mail it to 5475 Maxwellton Road, Langley WA 98260, or scan and email it to [programs@whidbey.com](mailto:programs@whidbey.com). Be sure to confirm receipt.
7. No credits or refunds will be given toward online registration convenience fees.

### ROLLOVER CREDIT REQUEST

Participant Name \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

Mailing Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Date Registered \_\_\_\_\_ Registered Category: Individual or Team Fee Paid \$ \_\_\_\_\_

Reason \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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For Office Use Only  
Date Request Received \_\_\_\_\_ Approved \_\_\_\_\_ Not Approved \_\_\_\_\_ By Credit \_\_\_\_\_ Amount \$ \_\_\_\_\_  
Notes \_\_\_\_\_