

NTTR Refund/Transfer/Distance Change Policies

Cancellation Policy

We understand other priorities or injuries take place and you may not be able to make the race. We have the following choices for removing your registration:

1. **100% Refund of Registration:** you can cancel your race registration and receive a 100% credit, which will be added to the card used for registration within a week. **No cancellations are available after 30 full days prior to race day.**
2. **Rollover Credit:** you can choose to rollover your registration to the SAME race distance the following year and your entry fee will go towards the next year's race. Rollovers are only valid for this specific race and distance. **No rollovers are available after 30 full days prior to race day.**

Transfer and Distance Change Policy

1. **Bib Transfer:** you have the option to transfer your registration to another runner. The transfer must be completed by the runner on Ultrasignup (not through us directly) and the new runner must register themselves. The money transaction takes place between the buyer and the seller. Please note: we do not allow selling your bib for a profit. You can sell the bib for the amount you paid, but not for more. We do not want people registering for our races with the sole intent of making money from the bib. The spots should be for runners who are intending on running. **All bib transfers must be completed 15 days prior to the race.**
 1. **Shirt Transfers:** If you ordered a shirt and would like to transfer that to the new runner, you will collect the money from the person you are transferring to and you need to send an email to us at info@nttr.org to let us know the new runner and their size. All shirts are ordered up to 30 days prior to the race and once they are purchased, we cannot adjust any sizes (you can still transfer the name, but they will have to keep the size you ordered). If there are any leftover shirts on race day, they can exchange the size at that time.
2. **Distance Changes:** This self-service event change within the Ultrasignup Registration History allows participants to move from one distance to another prior to the event. If you would like to downgrade to a cheaper distance, you can, but you will not receive a refund (and cannot change it back on your own). If you would like to upgrade, your original order is removed and they are given a credit to re-register for another distance. You will be directed to re-register. If you do not immediately re-register, the coupon will remain under your email until you do register. **All distance changes must be completed 15 days prior to the race.**

Follow these steps to cancel or rollover your registration:

- Login to ultrasignup
- Hover over your name and click Registration History
- Find the race and click Edit
- Click Cancel Registration
- You will be given the option to CANCEL or ROLLOVER

For Rollovers, your Ultrasignup account will automatically be issued a transfer credit. To verify, click on Registration History, scroll all the way down, and it should be listed under Outstanding Credits. Your discount will be applied automatically next time you register for a North Texas Trail Runners race (Frisco Trail Race or Red River Trail Run). The transfer is good for one year.

Follow these steps to transfer your registration:

- Login to Ultrasignup
- Hover over your name and click Registration History
- Find the race and click Edit
- Click Transfer Registration
- Enter the name and email for who is receiving the registration

Ultrasignup will send an email invite to the person who is receiving the registration. They need to follow directions in the email and register themselves on ultrasignup. **If they do not register and sign the waiver, the transfer is not complete and they are not entered into the race.**

The mission of the North Texas Trail Runners is the promotion and encouragement of long distance trail running and the education of the public to its benefits. NTTR is about fun, fellowship, and supporting each other!



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