

Unadilla MX Refund & Cancellation Policy

1. Refund Eligibility

- **75% refund** of ticket face value is available for all tickets purchased without Order Protection, if requested **on or before June 1, 2025**.
- After **June 1, 2025, all sales are final** — no refunds or exchanges unless noted below.
- Orders with **Order Protection** (opt-in at checkout) may receive a full refund (minus the protection fee), subject to Booking Protect's terms.

2. How to Request a Refund within refund period:

- Log in to your Universe account → **My Tickets** → your order → “**More**” → “**Request Refund**” → submit reason.
- -Or- call 607/965-8450
- Refunds granted will be processed to the original payment method within **5–10 business days** of approval.

3. Partial & Special Circumstances

- In the unlikely event that the race is canceled, tickets are refunded in full automatically or upon request.
- If Booking Protect Order Protection was purchased, refunds may be granted through the Booking Protect Order Protection program for conditions outlined in their program.
- Refunds outside this policy are at the **organizer's sole discretion and will incur a refund surcharge withheld from the refunded amount**.

4. Fees & Deductions

- The **processing fee** (via Stripe/Universe) is **non-refundable**.
- The 25% withheld on non-protected refunds before June 1 or at the organizer's discretion covers fees and administrative costs.

5. Non-Refundable & Restricted Tickets

- Tickets purchased from unauthorized resellers are **not valid** for refund, reprint, or exchange.
- Camping, add-ons, and VIP passes follow the same refund timeline.

6. Duplicate Orders

- Duplicate orders usually occur when the ticketing system “locks up”, internet connection is lost as order button is tapped/clicked and customer repeats the order. If you suspect a duplicate order, call 607/965-8450 for an easy resolution. Do NOT dispute the duplicate charge. The duplicate charge can be resolved quickly if it is not disputed.

7. Policy Changes

- Refund terms are shown at checkout and locked in at purchase.
 - Any changes apply only to **future purchases**, not past orders.
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At-a-Glance Summary

Situation	Refund Available?	Notes
Pre-June 1, non-protected ticket	Yes, 75%	Face value only
Post-June 1, non-protected ticket	✗ No	All sales final
With Order Protection	✓ Yes, full	Subject to Booking Protect Policies
Event canceled by organizer	✓ Yes, full	On request or automatic
Unauthorized resale tickets	✗ No	Invalid
Special circumstances (protected)	✓ Yes	Subject to Booking Protect Policies

Options to Request Refunds:

➤ Sign in to **Universe** → **My Tickets**.

Locate your order → click **More** → **Request Refund**.

Submit request; organizer reviews.

If approved, expect refund in **5–10 business days**.

➤ -OR-

By calling: 607/965-8450