

## Unadilla MX Refund & Cancellation Policy

### 1. Refund Eligibility

- All sales are final for: General admission tickets, camping passes, extra car passes, limited access pit passes, and Drop Zone passes.
- Buyers should explore optional "Purchase Protection" insurance offered by TicketSpice at time of purchase. Be sure to read "full terms" to learn what occurrences are covered.
- Inner Circle, Sky High Club or Holeshot Club buyers should call 607/965-8450 a minimum of 3 days before start of event to inquire about a refund.
- Orders with **Purchase Protection** (opt-in at checkout) may receive a full refund (minus the protection fee), subject to Purchase Protection's terms.

### 2. How to Request a Purchase Protection Refund within refund period:

- Go to [www.purchaseprotection.com](http://www.purchaseprotection.com) → **"SUBMIT A CLAIM"** (located on top right→ submit reason).
- 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 Purchase Protection was purchased refunds may be granted through the Purchase 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 as shown below withheld from the refunded amount**.

### 4. Fees & Deductions

- The **processing fee** (via Ticketspice/Webconnex) is **non-refundable**.
- The 25% withheld on non-protected refunds before July 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
Non-protected ticket	<b>✗</b> No	All sales final
Inner Circle, Sky High Club, Holeshot Club	Maybe	Call us at 607/965-8450 to inquire
With Order Protection	<b>✓</b> Yes, full	Subject to Purchase Protection Policies
Event canceled by organizer	<b>✓</b> Yes, full	On request or automatic
Unauthorized resale tickets	<b>✗</b> No	Invalid
Special circumstances (protected)	<b>✓</b> Yes	Subject to Purchase Protection Policies

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## Options to Request Purchase Protection Refunds:

- [www.purchaseprotection.com](http://www.purchaseprotection.com)
  - "SUBMIT A CLAIM" (TOP RIGHT) → Submit request
  - If approved, expect refund in **5–10 business days**.