

## 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 Holeshoot 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	 No	All sales final
Inner Circle, Sky High Club, Holeshoot Club	Maybe	Call us at 607/965-8450 to inquire
With Order Protection	 Yes, full	Subject to Purchase Protection Policies
Event canceled by organizer	 Yes, full	On request or automatic
Unauthorized resale tickets	 No	Invalid
Special circumstances (protected)	 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**.