

ACTIVE Network *REFUND PROTECTION*

ACTIVE Refund and ACTIVE Advantage are optional offers provided by our registration partner, ACTIVE Network. To learn more about their program details, contact support@active.com.

TOP 3 most asked questions

I PURCHASED ACTIVE REFUND BY MISTAKE. HOW CAN I GET MY MONEY BACK?

If purchased by mistake, immediately contact the ACTIVE Support Team at support@active.com. The fee is generally non-refundable, however, you may still be eligible for a partial or full refund. Please include your Reference ID from your ACTIVE Refund Purchase Information email.

WHERE DO I SUBMIT A REQUEST?

Follow the instructions in the ACTIVE Refund email you received shortly after registering or visit refund.active.com/event.

HOW MUCH TIME DO I HAVE TO SUBMIT MY REQUEST?

Refund requests must be submitted no later than midnight, 48 hours prior to the activity start date.



ACTIVE Network Quick Links



**SUBMIT AN ACTIVE
REFUND REQUEST**



**VIEW TERMS
& CONDITIONS**



**CONTACT THE ACTIVE
SUPPORT TEAM**

