

REGISTRATION PROTECTION FAQs

PARTICIPANT EXPERIENCE

Q: What scenarios are covered?

A: You can find the terms & conditions and conditions of coverage [here](#).

Q: Can I purchase refund protection after registration?

A: Yes. If you did not purchase refund protection during registration you will be able to purchase it inside your registration in your participant account up to 5 days after you completed registration.

The screenshot displays the participant account interface for the Big Sur International Marathon, presented by HOKA. The top navigation bar includes the event logo, a help icon, and the user's name, Armando Burke, with a dropdown menu indicating '1 MORE ACCOUNT'. Below the navigation bar, a menu bar contains links for 'Dashboard', 'Your Events', 'Resource Center', and 'Manage Account'. The main content area is titled 'Edit Registration' with a 'Close' button. A prominent yellow banner encourages purchasing registration protection for \$50.86, with a deadline of 08/03/2025. It includes links for 'Frequently Asked Questions' and 'Purchase Refund Protection'. Below this, the user's event details are shown: 'ARMANDO BURKE' registered for the 'Big Sur International Marathon - Big Sur International Marathon', starting on Monday, April 27, 2026. An 'Event Info' link and a 'Get your check in pass' button are also visible. A section titled 'Your Registration Information' is partially expanded, showing the expected finish time of 3 hours, 31 minutes, and 11 seconds, and an email field.

BIG SUR
INTERNATIONAL MARATHON
PRESENTED BY **HOKA**

Dashboard Your Events Resource Center Manage Account

Edit Registration Close

Protect your registration!
Protect your registration for **\$50.86** and get a full refund if you can't participate for covered reasons.
You have until **08/03/2025** to purchase this protection.

[Frequently Asked Questions](#) [Purchase Refund Protection](#)

ARMANDO BURKE
Big Sur International Marathon - Big Sur International Marathon
Starts on Monday, April 27, 2026 - Events Finish
[Event Info](#)

[Get your check in pass](#)

Your Registration Information

WHAT IS YOUR EXPECTED FINISH TIME?
3 HOURS, 31 MINUTES, AND 11 SECONDS

EMAIL

Q: How do I initiate a refund request?

A: You will need to navigate to your participant account and open your registration. Under registration information, you will see a “Refundable Registration” box if you purchased it. Within this box, you will have a link to “Request a Refund”

Q: Once I have submitted a refund request, how can I know the status?

A: Status of your request is available within your registration in your participant account.

The screenshot shows a web interface for the Big Sur International Marathon, presented by Hexa. The top navigation bar includes the logo, a help icon, and the user's name, Armando Burke. Below the navigation bar, there is a section for referring friends with a URL and a 'COPY REFERRAL LINK' button. The main content area features a 'Refundable Registration' box. This box contains the purchase date (07/30/2025) and amount (\$50.86), the payment method (Visa Credit card ending in 4242), and links to 'View Terms & Conditions' and 'View Confirmation of Coverage'. A yellow button labeled 'Claim Pending' is also present. Below the registration box, there is a checkbox indicating agreement to the 'Terms and Registration & Participant Waiver'. At the bottom of the page, a button labeled 'Close Without Saving' is visible.

The refund request can have one of the following statuses:

- **Pending:** The refund request has been filed by the customer.
- **Approved:** The refund request has been reviewed and approved.
- **Denied:** The request was reviewed but not approved for a refund.

Q: What information will be needed in order to submit a refund request?

A: All refund requests require proof of an event or booking purchase and supporting documentation for the refund reason that prevented the person from attending. Required documentation is determined by the reason you were unable to attend the event. For example, a physician’s statement would be required for a refund request relating to illness. If the request is submitted within

the allotted time frame and contains the correct documentation, the refund request will be approved, and you will be reimbursed for the protection amount. Additional details about specific required documentation can be found during the Refund Request flow or within your protection PDF received after the purchase was completed.

Q: What is the window I have to request a refund?

A: You have 30 days from your event/experience to request a refund and 90 days after that to provide the required supporting documentation.

Q: How long after I submit my refund request can I expect reimbursement?

A: If your refund request was submitted within the allotted time frame and contains the correct supporting documentation for approval, you can expect reimbursement typically within five (5) business days.

Q: Where should I go if I need help with my refund request or want to dispute a denial?

A: Please direct all refund-related questions to Protecht Group Customer Experience via email: help@requestmyrefund.com, and they will assist you.