



PARTICIPANT INFORMATION

THIRD-PARTY REGISTRATION PROTECTION FAQS

Answering the Frequently Asked
Questions about Registration Protection

PARTICIPANT EXPERIENCE

Frequently Asked Questions

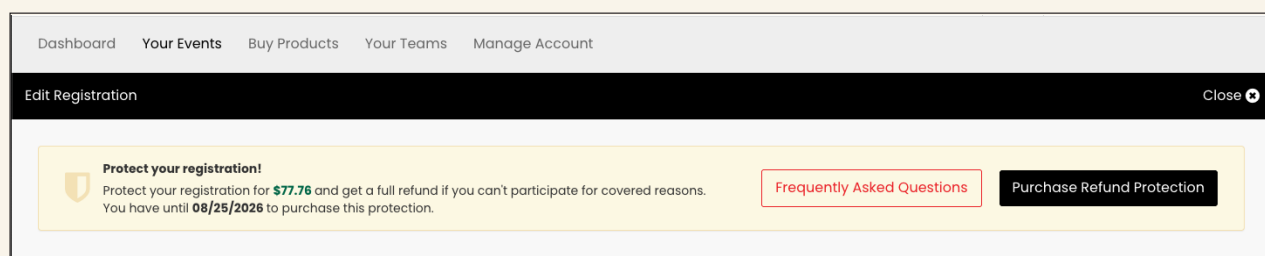
Q: What scenarios are covered?

A: You can find the terms and conditions of coverage here

<https://static.sandbox.helloteak.com/policy/16f8c5a8-29fd-4fc9-a0d4-54070fbaf937/coverage/1acac8e4a8f44c59803b2eb2a87a0088.pdf>

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.

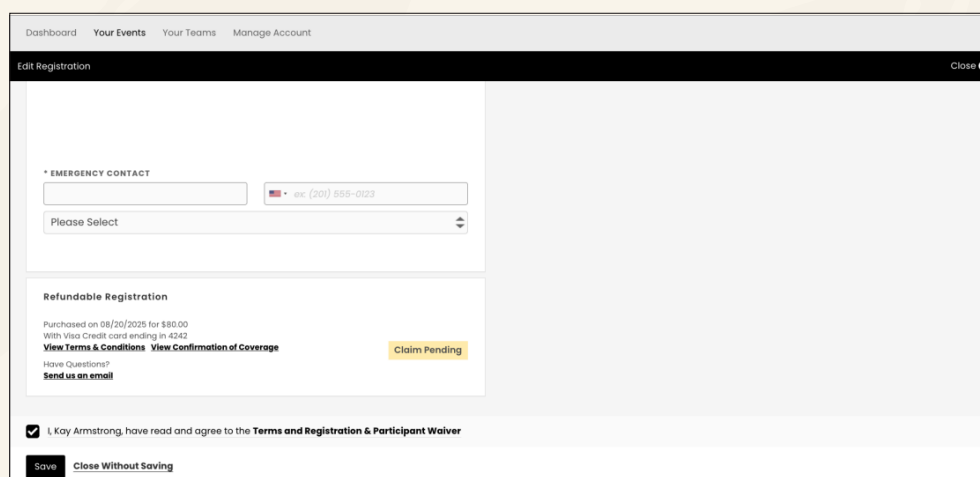


Q: How do I initiate a refund request?

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 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.