

ACTI+ 2.0 Refund Policy

Passion For Sports / SQM Time offers a refund for unused registrations through the ACTI+ 2.0 option when you are unable to attend the reserved event, under the circumstances listed below. Depending on your choice, you may cancel *with* or *without* providing evidence.

Definitions

The following terms are shown in bold in this document and are defined as follows:

- You – An individual or a member of a group who has placed a registration with us.
 - Doctor – A qualified medical professional registered with an officially recognized body. The doctor must not be yourself or a direct family member.
 - Illness – A physical or mental condition confirmed by a doctor that prevents you from attending the reserved event.
 - Injury or illness – A physical injury confirmed by a doctor that prevents you from attending the reserved event.
 - Registration – A participation ticket purchased at *passionforsports.eu* or *sqmtime.com*, granting you the right to take part in a (sports) event.
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Refund Terms

What do we cover when evidence is required?

If **no evidence** is required, you must cancel online according to the conditions you have set yourself.

If **evidence is required**, we will reimburse the cost of your registration in the form of online credits to your account, equal to the refund amount you have selected (excluding administrative fees and the cost of the ACTI+ insurance). This applies if you cannot attend the event for any of the following reasons:

- An injury or illness confirmed by a doctor's certificate.
- Death of yourself (at any time before the event) or a direct family member within one week before the event.
- Unexpected military transfer abroad.

If you prefer not to receive credits, you can request a refund through our payment provider Mollie, subject to an additional fee. This fee is 50% of the refundable amount, with a minimum of €10.

What do we not cover when evidence is required?

We do not offer a refund in the following cases:

- You cannot provide a timely doctor's certificate for your injury or illness.
- You are denied a visa to travel to the event.
- The event is cancelled, postponed, shortened, or relocated for reasons such as weather conditions, pandemics, or security measures.
- You cannot attend due to travel restrictions such as lockdowns, quarantines, or closed borders.
- You voluntarily choose not to attend, for any reason.
- Your refund request (including the required documentation) is submitted later than one day before the event.

Additionally:

- Travel costs or other additional expenses are not covered. Only the purchase price of the registration is eligible.
- Costs related to obtaining proof (such as doctor's certificates) are not reimbursed.
- Used discount codes are not refunded. Only amounts paid via our payment partner Mollie are eligible.

How much is refunded and how?

We will credit your online account with credits equal to the cancellation fee you selected, excluding:

- Administrative fees
- The cost of the ACTI+ option

These credits are valid for one year and can be used for future events through the registration module. They are transferable and can be used by another person.

Cash Refund

In exceptional cases, a refund can be requested as a cash payment to your bank account. If you choose this option, an administrative fee of 50% will be applied, with a minimum of €10 per transaction.

How to request a refund

1. Log in at www.passionforsports.eu or www.sqmtime.com.
2. Cancel your registration as soon as possible after the circumstances preventing your participation become known, at the latest one day before the event.
3. Upload the required documentation:
 - Doctor's certificate for illness or injury.

- Death certificate in case of death of yourself or a direct family member.
- Official proof of transfer if you are in the military.

Please note:

- If no documents are uploaded, your request will be invalid.
 - Documents sent via email or other channels will not be accepted.
 - Late submissions of documents will not be accepted. No exceptions will be made.
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