



Withdrawal Conditions – SPAR Swiss Explore

General

These Withdrawal Conditions set certain rights and options together with specific conditions applicable to the Traveler and Organiser of a package travel contract. These Withdrawal Conditions are in addition to the rights set in the Package Travel Conditions, that the Traveler must agree to, when registering for a Package Travel. These Withdrawal Conditions shall only be applicable for cases where a Traveler actively withdraws from the Package before the start of the Package Travel and on a reason other than force majeure, or other exceptional circumstances which arise before the start of the package, or a change of essential elements of the Package by Organiser, which cases are already regulated in the Travel Package Conditions. Capitalized terms shall have the meaning as ascribed to them in the Package Travel Conditions, if not otherwise defined in these Withdrawal Conditions. In this document, the term “Rider” will be understood as a Traveler according to the Travel Package Policy who has registered for the participation in the mountain bike stage event.

Withdrawal

The Traveler may withdraw from the Package at any time prior to the start of the Package. The declaration of withdrawal must be made in writing, using the withdrawal form of the Organiser applicable on the official Event website. The withdrawal becomes binding as soon as it has been confirmed in writing by the Organiser. In case of a withdrawal, the Traveler has the options stipulated in these Withdrawal Conditions with respect to the Package.

Processing Fee

For all accepted and processed withdrawal requests, the Organiser will apply a 4% processing/admin fee of the paid fees for the Package Travel. The processing fee will be calculated from the total paid amount for the Package and additional services.

Refund

Refund of the Race entry, Package Travel and other Optional Extras:

The Traveler has the right to receive a refund of the paid fees, subject to certain withdrawal and/or processing fees, collected by the Organiser in consideration for the services provided until the date of withdrawal. The withdrawal fee increases periodically the closer the date of withdrawal gets to the start of the Package Travel. Depending on the date of withdrawal the Traveler is entitled to receive the following reimbursement rates:

- From opening of registration until 15th of February 2026: 100% refund (less the 4% of processing fee)
- From 16th of February 2026 until 15th of April 2026: 75% refund (including processing fee).
- From 16th of April 2026 until 15th of May 2026: 50% refund (including processing fee).
- From 16th of May 2026 until 30th of June 2026: 25% refund (including processing fee).
- From 1st of July 2026: no refunds will be made.

These refund conditions do also apply for any Optional Extras booked. Please note that the “Cause we care” item cannot be refunded.

Process for Withdrawals

1. The **Rider** (as indicated during registration) must complete and submit the online withdrawal request form during the above-mentioned time frames in order to be eligible for a partial refund.
2. After submitting the withdrawal request form, you will receive an automatic email from Njuko confirming that we have received the withdrawal request. If you do not receive this email, please contact swissepic@epic-series.com (please also check your junk folder for this email).
3. After verifying the Traveler`s application we will cancel your registration for the 2026 SPAR Swiss Explore within 7 working days and refund your entry fee and optional extras purchased (if any) less the withdrawal and processing fee outlined above. You will also receive an email to confirm your withdrawal has been completed.

Deferral or Rider Change/ Transfer

The Organiser does not offer any Deferral or Rider Change and Transfer options for the SPAR Swiss Explore Event and Package.