

## Terms and Conditions

### 1: General

It is a condition of entry into this event that you the entrant read and agree to these Terms and Conditions of Entry before entering: I accept that this event is held under rules and conditions laid down by the organisers ChimpTamer. I agree to acquaint myself with and abide by those rules and to comply with any instructions or directions given by the organisers or event marshals. I understand that it is my own responsibility to navigate the course. I understand and accept that participating in obstacle courses and other races can be a hazardous activity. I understand and accept that these events may include challenging natural and man-made obstacles that will test my physical and mental limits. I understand and accept that it is my sole decision to decide whether I am capable of safely negotiating any obstacles during these events and that I may, and should miss out any obstacle that I feel I am not capable or confident of safely negotiating. I understand and accept that it is my own responsibility to monitor my own physical and mental condition during these events and I agree to withdraw if my continued participation would put myself or others at risk of danger. I understand and accept that the organisers or event marshals may withdraw me from the event if it is felt that my continued participation would put myself or others at risk of danger and I agree to abide by their decision. I understand and accept that it is my sole responsibility to safeguard my own clothing and property while participating in this event. I understand and agree that I participate in these events at my own risk and that no liability whatsoever shall attach to ChimpTamer or any person involved in the event organisation for any injury, accidents, fatality, illness, loss or damage suffered by me in, or by reason of the event. In the case of participants under the age of 18 all responsibility for these terms and conditions lies with their parents or legal guardians.

### 2: Waiver

I understand and accept that I will be required to sign a ChimpTamer Waiver document. Please ensure you read and agree to the full contents of this waiver before entering the event. The form may be downloaded from the Hero Challenge website and is part of the sign up process. Any person failing to provide a fully completed and signed ChimpTamer Waiver document will not be allowed to participate in the event.

### 3: Refunds / Transfers

If after purchasing an entry you change your mind for whatever reason, you are entitled to a full refund for a period of 14 days from the date of purchase. If this is the case, please contact us by email at [admin@chimptamer.com](mailto:admin@chimptamer.com) before the end of this 14 day cooling off period requesting cancellation of your purchased entry. Please note that if you purchase an entry less than 30 days before the date of the event, you will not be able to obtain a refund. If after the 14 day cooling off period, for whatever reason, you are not able to participate in the event, we unfortunately cannot refund any entry fees paid, regardless of the circumstances. However, if you are unable to take part and would like to transfer your entry to a friend, we can do this for you. There is a £10 admin charge for transferring your entry to another person and the other person will be required to agree to the full Terms and Conditions, and to read, agree to, complete and sign the ChimpTamer Waiver document before being allowed to take part. Where an entry includes a charitable donation amount this will not be refundable. It is also possible to transfer the entry to another ChimpTamer operated event or distance. Any increase in entry cost will also be chargeable. Please contact us by email at [admin@chimptamer.com](mailto:admin@chimptamer.com) if you wish to transfer your entry to another person or event/distance, giving us your name and your replacement's name and their contact details. Please note that entries can only be transferred if we receive your request to transfer email 30 days or more before the date of the event. Also note that in some cases it may not be possible to ensure correct sizes of any included/ ordered clothing or correct distance race medals where these may be different as these are ordered well ahead of the event.

### 4: Attempted Swapping of Entries

Please note that attempted swapping of entries is forbidden other than by the official transfer of entry detailed above (Refunds/Transfers), as it may invalidate insurance undertaken by the organisers and could have serious consequences in the event of an accident taking place. Any person found to have unofficially passed their entry to another person and any person found to have taken up that entry may be refused entry into any future events operated by ChimpTamer or their partners.

### 5: Communication

Our main method of communication with you will be by email, so be sure to add our email address

[admin@chimpltamer.com] to your list of trusted addresses on your email browser, to avoid any important event information we may send you being diverted to your spam folder by your email provider. If you change your email address, please be sure to tell us. You may unsubscribe to the mailing list at any time. If you need to get in touch with us, please use the Contact Form. We will respond to your message as soon as we can.

#### 6: [Right of Refusal for Entry](#)

The organisers ChimpTamer maintain the right to refuse or revoke entry to any applicant, where they believe that accepting the entry could prejudice the event, the promoting organisation, their sponsors, associates or staff. This right of refusal extends to include applications where acceptance is considered by the organisers to be likely to infringe upon the enjoyment of any persons connected with the event including staff, marshals, volunteers and other participants.

#### 7: [Event Cancellation](#)

If for reasons beyond the control of ChimpTamer, including an “act of god”, the event has to be cancelled or postponed, the organisers will be unable to offer a refund.

#### 8: [Photography](#)

ChimpTamer maintain the right to use images, photographs and video recordings taken by their contracted photographers or taken by any other person who gives their permission for us to use such images, photographs or video recordings. These images, photographs or video recordings may be used for promotional purposes as undertaken by ChimpTamer or their sponsors without informing event participants.