



JLL Property Triathlon 2025

Refund FAQ

1. How do I request a refund where the event could not be completed?

Please [complete this form](#) to request a refund where the event could not be completed.

2. Is there a deadline to apply for a refund?

Yes, any refunds need to be requested by 17:00 on Friday 15th August 2025.

3. Who is eligible for a refund?

Only participants that were part of an Individual Triathlon wave or a Relay Triathlon wave whose race was stopped part way through or cancelled following their collection of their race pack on the day.

You will be eligible to claim a refund for the entry fee of the impacted race, minus £5 administration fee in line with our Event Terms.

4. What happens to the Age UK donation?

After the refund deadline date, any remaining entry fees will be donated to Age UK and will contribute to the overall donation of £130,000.

5. What if my place was purchased as part of a group?

If your entry was purchased by someone else (your Group Leader), contact will be made with the purchaser on process to apply for a refund claim.

6. How will I be refunded?

Refunds will be returned to the card with which the original payment was made.

7. How long will the refund take?

All refunds will be processed and returned to the card which the original payment was made within 14 working days of the completion of the form.

8. Can I have a free entry for 2026 instead of a refund?

No, this is not possible

Any other questions regarding the refund process or if you have general questions, please contact the JLL Property Triathlon team on propertytriathlon@aso-uk.com

