

# HYROX

- English version below -

## CONDICIONES DE COMPRA – TEMPORADA 25/26

Aquí puedes ver los [T&Cs](#). Para todos los eventos de HYROX en México en la temporada 25/26 (excepto Acapulco).

### OPCIONES EN TU COMPRA

**1. Ticket(s) SIN Flex Add-On:** Si adquieres tu(s) tickets sin añadir el Flex Add-On, no tendrás posibilidad de cancelar ni hacer ningún tipo de cambio en tu(s) ticket(s).

- ✗ Sin posibilidad de reembolso | No refunds permitted
- ✗ Cambio de nombre | No name change / ticket modifications
- ✗ Cambio a otro evento | Transfer to another event
- ✗ Cambio de categoría | Division change

**2. Ticket(s) CON Flex Add-On:** Si, al adquirir tu(s) ticket(s), has añadido el Flex Add-On, tendrás la posibilidad de solicitar un reembolso en caso de no poder asistir, y de realizar UN (1) cambio de nombre en el caso de los dobles o relevos.

- ✓ 100% reembolso\* hasta 42 días antes de tu competición | 100% refund\* up to 42 days before your race day
- ✓ 50% reembolso\* hasta 7 días antes de tu competición | 50% refund\* up to 7 days before your race day
- ✓ 1 cambio de nombre permitido hasta 1 día antes del evento | One name change allowed up to 1 day before the event via your HYROX account. (SOLO DOBLES Y RELAYS/ONLY DOUBLES AND RELAYS)
- ✗ Cambio de nombre | No name changes or ticket modifications allowed (SINGLES ONLY)
- ✗ Cambio a otro evento | Transfer to another event
- ✗ Cambio de categoría | Division change
- ✗ La semana del evento no se permitirán ni cambios ni reembolsos | No refunds or changes will be allowed within the week of the event.

\*Excluye el precio del Flex Add-On y de las tasas de servicio. Reembolso hasta la fecha límite a las 7:59 am.

## THE FLEX ADD-ON:

|                              | ATHLETE TICKETS + FLEX ADD-ON |          |         | NO FLEX               |
|------------------------------|-------------------------------|----------|---------|-----------------------|
|                              | SINGLES*                      | DOUBLES* | RELAYS* | ALL TICKET CATEGORIES |
| REFUNDS                      |                               |          |         |                       |
| 42 DAYS OUT<br>(100% Refund) | ✓                             | ✓        | ✓       | ✗                     |
| 7 DAYS OUT<br>(50% Refund)   | ✓                             | ✓        | ✓       | ✗                     |
| NAME CHANGES                 | ✗                             | ✓        | ✓       | ✗                     |

\* If you purchase the Flex Add-On, you will be eligible for a refund on your Sportograf Photo Package.

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## CÓMO FUNCIONA EL FLEX ADD-ON:

En tu página de confirmación, haciendo click sobre el ticket que deseas cancelar/cambiar podrás hacer tú mismo el reembolso o el cambio de nombre (solo Dobles y Relays). Una vez hagas click sobre "Return" o "Change personalization" / "Cambiar personalización", simplemente tendrás que seguir los pasos que te indica, como puedes ver en las imágenes más abajo.

Para poder hacer cualquiera de estas dos opciones, debes tener los tickets activados, es decir, haber realizado la personalización completa.

### Thank you

Your purchase for HYROX Valencia | Season 25/26 is complete

#### Your tickets

FLEX ADD-ON DOUBLES

HYROX DOUBLES WOMEN | Sunday

Name Last Name

FLEX ADD-ON DOUBLES

HYROX DOUBLES WOMEN ATHLETE 2 | Sunday

Name Last Name

In case you need to personalize tickets, click on the ticket to customize it. You can also download the ticket individually or review your ticket cancellation and transfer options.

Download all tickets

Add all to Google Wallet (2)

To ensure that you receive your tickets, we have also sent you an email with your tickets.

#### Event

 HYROX Valencia | Season 25/26  
10/17/2025 until 10/19/2025

Feria de Valencia  
Av. de les Fires, s/n Valencia 46035

#### Purchase details

|                              |                |
|------------------------------|----------------|
| HYROX DOUBLES WOMEN   Sunday | €115.00        |
| HYROX DOUBLES WOMEN          | €115.00        |
| ATHLETE 2   Sunday           |                |
| Flex Add-On Doubles          | €25.00         |
| <b>Fees</b>                  |                |
| 6%                           | €15.30         |
| <b>Total</b>                 | <b>€270.30</b> |

#### Payment

Mastercard

We have received your payment.

Booking ID: 6819c5c3e7370921e51a739b

#### Support

Do you have questions about your purchase?  
Just send us a support request.

[Contact support](#)

## CAMBIAR PERSONALIZACIÓN (SOLO EN DOBLES Y RELAYS, SOLO UN CAMBIO PERMITIDO)



### HYROX Valencia | Season 25/26

HYROX DOUBLES WOMEN | Sunday

Name Last Name

Change personalization

Return

Download e-ticket

Add to Apple Wallet

Add to Google Wallet



Personalize

First name

Last name

First name

Acknowledgement of Ticket Terms (Flex/Non-Flex)

Confirm que entiendo las condiciones del ticket que he comprado. Para tickets sin el Flex Add-On, el ticket no es reembolsable y no está permitido ningún cambio en el ticket. Para tickets con Flex Add-On, entiendo que puedo solicitar un reembolso total o parcial en función a la fecha que lo solicite (incluyendo la tasa del Flex Add-On y tasas de servicio) y que está permitido un cambio de nombre, esta última sujeta a los términos y condiciones. I confirm that I understand the terms of the ticket I have purchased. For tickets without the Flex Add-On, the ticket is non-refundable and name changing are not allowed. For tickets with the Flex Add-On, I understand that I may be eligible for a partial or full refund (including the Flex Fee and Service Fee) and that name changes may be permitted, subject to the ticket terms.

Provide e-mail address - E-mail

Provide e-mail address

Birth date - Fecha de nacimiento

05 May 1995

Fecha de nacimiento del atleta. - Please enter the athlete's date of birth.

Nationality - Nacionalidad

## CANCELAR Y SOLICITAR REEMBOLSO



### HYROX Valencia | Season 25/26

HYROX DOUBLES WOMEN | Sunday

Name Last Name

Change personalization

Return

Download e-ticket

Add to Apple Wallet

Add to Google Wallet



### Return your ticket

100%

Estimated Refund: €230.00

Name Last Name

Sunday | 19th October

HYROX DOUBLES WOMEN | Sunday

Name Last Name

Sunday Doubles | Team Member 2

HYROX DOUBLES WOMEN ATHLETE 2 | Sunday

The conditions apply until 10/12/2025.

Secure Refund Process

Your refund will be processed securely to your original payment method within 5-7 business days

Proceed

# HYROX

## TERMS OF PURCHASE – SEASON 25/26

You can view our [T&Cs](#), valid for all Season 25/26 events in Mexico (except Acapulco).

### OPTIONS IN YOUR PURCHASE

**1. Ticket(s) WITHOUT Flex Add-On:** If you purchase your ticket(s) without adding the Flex Add-On, you will not be able to cancel or make any changes to your ticket(s).

- ✗ Sin posibilidad de reembolso | No refunds permitted
- ✗ Cambio de nombre | No name change / ticket modifications
- ✗ Cambio a otro evento | Transfer to another event
- ✗ Cambio de categoría | Division change

**2. Ticket(s) WITH Flex Add-On:** If, when purchasing your ticket(s), you added the Flex Add-On, you will have the option to request a refund if you are unable to attend, and to make ONE (1) name change in the case of doubles and relays.

- ✓ 100% reembolso\* hasta 42 días antes de tu competición | 100% refund\* up to 42 days before your race day
- ✓ 50% reembolso\* hasta 7 días antes de tu competición | 50% refund\* up to 7 days before your race day
- ✓ 1 cambio de nombre permitido hasta 1 día antes del evento | One name change allowed up to 1 day before the event via your HYROX account. (SOLO DOBLES Y RELAYS/ONLY DOUBLES AND RELAYS)

- ✗ Cambio de nombre | No name changes or ticket modifications allowed (SINGLES ONLY)
- ✗ Cambio a otro evento | Transfer to another event
- ✗ Cambio de categoría | Division change
- ✗ La semana del evento no se permitirán ni cambios ni reembolsos | No refunds or changes will be allowed within the week of the event.

\*Excluding flex fee & service fee. Refund deadline 7:59 am.

## THE FLEX ADD-ON:

|                              | ATHLETE TICKETS + FLEX ADD-ON |          |         | NO FLEX               |
|------------------------------|-------------------------------|----------|---------|-----------------------|
|                              | SINGLES*                      | DOUBLES* | RELAYS* | ALL TICKET CATEGORIES |
| REFUNDS                      |                               |          |         |                       |
| 42 DAYS OUT<br>(100% Refund) | ✓                             | ✓        | ✓       | ✗                     |
| 7 DAYS OUT<br>(50% Refund)   | ✓                             | ✓        | ✓       | ✗                     |
| NAME CHANGES                 | ✗                             | ✓        | ✓       | ✗                     |

\* If you purchase the Flex Add-On, you will be eligible for a refund on your Sportograf Photo Package.

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## CÓMO FUNCIONA EL FLEX ADD-ON:

On your confirmation page, by clicking on the ticket you wish to cancel/change, you can process the refund or name change yourself. Once you click on “Return” or “Change personalization,” you just need to follow the steps provided, as shown in the images below.

To perform either of these actions, your tickets must be activated — meaning the personalization must be fully completed.

### Thank you

Your purchase for HYROX Valencia | Season 25/26 is complete

#### Your tickets

**FLEX ADD-ON DOUBLES**

HYROX DOUBLES WOMEN | Sunday  
Name Last Name

**FLEX ADD-ON DOUBLES**

HYROX DOUBLES WOMEN ATHLETE 2 | Sunday  
Name Last Name

In case you need to personalize tickets, click on the ticket to customize it. You can also download the ticket individually or review your ticket cancellation and transfer options.

[Download all tickets](#)

[Add All to Google Wallet \(2\)](#)

To ensure that you receive your tickets, we have also sent you an email with your tickets.

**Event**

HYROX Valencia | Season 25/26  
10/17/2025 until 10/19/2025

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| Flex Add-On Doubles                    | €25.00         |
| <b>Fees</b>                            | <b>€15.30</b>  |
| 6%                                     | €15.30         |
| <b>Total</b>                           | <b>€270.30</b> |

**Payment**  
Mastercard  
We have received your payment.  
Booking ID: 6819c5c3e7370921e51a739b

**Support**  
Do you have questions about your purchase?  
Just send us a support request.

[Contact support](#)

## CHANGE PERSONALIZATION (ONLY FOR DOUBLES AND RELAYS, ONLY ONE CHANGE ALLOWED)



### HYROX Valencia | Season 25/26

HYROX DOUBLES WOMEN | Sunday  
Name Last Name

[Change personalization](#)

[Return](#)

[Download e-ticket](#)

[Add to Apple Wallet](#) [Add to Google Wallet](#)



#### Personalize

First name  
**Name**

Last name  
**Last Name**

☒ Acknowledgement of Ticket Terms (Flex/Non-Flex)  
Confirme que entiende las condiciones del ticket que ha comprado. Para tickets sin el Flex Add-On, el ticket no es reembolsable y no está permitido ningún cambio en el ticket. Para tickets con Flex Add-On, entienda que puede solicitar un reembolso total o parcial en función a la fecha que lo solicite (incluyendo la tasa del Flex Add-On y tasas de servicio) y que está permitido un cambio de nombre, esta última sujeta a los términos y condiciones. - I confirm that I understand the terms of the ticket I have purchased. For tickets without the Flex Add-On, the ticket is non-refundable and name changing are not allowed. For tickets with the Flex Add-On, I understand that I may be eligible for a partial or full refund (including the Flex Fee and Service Fee) and that name changes may be permitted, subject to the ticket terms.

Atmote e-mail address - E-mail  
**Email address**

Birth date - Fecha de nacimiento  
**05 May 1995**  
Fecha de nacimiento del atleta. - Please enter the athlete's date of birth.

Nationality - Nacionalidad

## REQUEST REFUND



### HYROX Valencia | Season 25/26

HYROX DOUBLES WOMEN | Sunday  
Name Last Name

[Change personalization](#)

[Return](#)

[Download e-ticket](#)

[Add to Apple Wallet](#) [Add to Google Wallet](#)



#### Return your ticket

**100%**  
Estimated Refund: €230.00

☒ Sunday | 19th October  
HYROX DOUBLES WOMEN | Sunday

☒ Sunday Doubles | Team Member 2  
HYROX DOUBLES WOMEN ATHLETE 2 | Sunday

The conditions apply until 10/12/2025.

☒ **Secure Refund Process**  
Your refund will be processed securely to your original payment method within 5-7 business days

[Proceed](#)