

HYROX

- English version below -

CONDICIONES DE COMPRA – TEMPORADA 25/26

Estas condiciones aplican a partir del evento de Cancún e incluye todos los eventos posteriores. Aquí puedes ver los [T&Cs](#). Para todos los eventos de HYROX en México en la temporada 25/26 (excepto Guadalajara).

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 Lite Flex: Si, al adquirir tu(s) ticket(s), has añadido el Flex Add-On, tendrás la posibilidad de solicitar un cambio de nombre en caso de no poder asistir.

- ✓ 1 cambio de nombre por boleto, hasta las 7:59 a.m. (zona horaria del evento) 1 día antes de tu Carrera
- ✗ No hay reembolsos
- ✗ No se permiten transferencias a otro evento
- ✗ No se permiten cambios de categoría

3. 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, o de solicitar un cambio de nombre.

- ✓ Reembolso del 100%* hasta las 7:59 a.m. (hora del evento), 31 días antes de tu carrera
- ✓ Reembolso del 50%* hasta las 7:59 a.m. (hora del evento), 7 días antes de tu carrera
- ✓ 1 cambio de nombre por boleto hasta las 7:59 a.m. (hora del evento), 1 día antes de tu carrera
- ✗ No se permiten transferencias a otro evento
- ✗ No se permiten cambios de categoría

	LITE FLEX ADD-ON			FLEX ADD-ON			NO FLEX
	SINGLES*	DOUBLES*	RELAYS*	SINGLES*	DOUBLES*	RELAYS*	
NAME CHANGE (Until 1 Day Out)	✓	✓	✓	✓	✓	✓	✗
31+ DAYS OUT (100% Refund)	✗	✗	✗	✓	✓	✓	✗
30-7 DAYS OUT (50% Refund)	✗	✗	✗	✓	✓	✓	✗
6-1 DAYS OUT (Refund)	✗	✗	✗	✗	✗	✗	✗

* Charity tickets are available with Lite Flex or No Flex add-on options only. The Flex Add on (that includes refunds) is not possible.

* The Flex Add-On can only be purchased at point of purchase, it cannot be added to your ticket post purchase.

* Tickets purchased within 6 weeks of an event are not eligible for the Flex Add-On and are therefore non-refundable. However, the Lite Flex Add-On is available for tickets purchased up to 1 day out.

* The Sportograf Photo Package is only refundable when purchased together with an athlete ticket and the Flex Add-On.

* Name change option possible until 7:59 AM (event timezone) 1 day before race day.

*Los reembolsos excluye el precio del Flex Add-On y de las tasas de servicio.

HYROX

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
Fees	
6%	€15.30
Total	€270.30

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



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, entendi 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

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

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

TERMS OF PURCHASE – SEASON 25/26

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

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 Lite Flex: If you added the Flex Add-On when purchasing your ticket(s), you will be able to request a name change in case you're unable to attend.

- ✓ 1 name change per ticket allowed until 7:59 AM (event time zone), 1 day before the event.
- ✗ No refunds available
- ✗ No transfers to another event
- ✗ No division change

3. 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, or make a name change.

- ✓ 1 name change per ticket allowed until 7:59 AM (event time zone), 1 day before the event.
- ✗ No transfers to another event
- ✗ No division change
- ✓ 100% refund available until 7:59 AM (event time zone), 31 days before the event.
- ✓ 50% refund available until 7:59 AM (event time zone), 7 days before the event

	LITE FLEX ADD-ON			FLEX ADD-ON			NO FLEX
	SINGLES*	DOUBLES*	RELAYS*	SINGLES*	DOUBLES*	RELAYS*	ALL TICKET CATEGORIES
NAME CHANGE (Until 1 Day Out)	✓	✓	✓	✓	✓	✓	✗
31+ DAYS OUT (100% Refund)	✗	✗	✗	✓	✓	✓	✗
30-7 DAYS OUT (50% Refund)	✗	✗	✗	✓	✓	✓	✗
6-1 DAYS OUT (Refund)	✗	✗	✗	✗	✗	✗	✗

* Charity tickets are available with Lite Flex or No Flex add-on options only. The Flex Add-on (that includes refunds) is not possible.

* The Flex Add-On can only be purchased at point of purchase, it cannot be added to your ticket post purchase.

* Tickets purchased within 6 weeks of an event are not eligible for the Flex Add-On and are therefore non-refundable. However, the Lite Flex Add-On is available for tickets purchased up to 1 day out.

* The Sportograf Photo Package is only refundable when purchased together with an athlete ticket and the Flex Add-On.

* Name change option possible until 7:59 AM (event timezone) 1 day before race day.

*Refunds exclude flex fee & service fee. Deadline 7:59 am.

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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

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

Purchase details

HYROX DOUBLES WOMEN Sunday	€115.00
HYROX DOUBLES WOMEN ATHLETE 2 Sunday	€115.00
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Fees	€15.30
6%	€15.30
Total	€270.30

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.

Atmósfera 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

☒ 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](#)