

HYROX

- English version below -

CONDICIONES DE COMPRA – ACAPULCO TEMPORADA 26/76

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 Lite 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 Add-On: Si, al adquirir tu(s) ticket(s), has añadido el Lite Flex Add-On, tendrás la posibilidad de realizar un cambio de nombre por boleto.

- Cambios de nombre permitidos para todas las divisiones hasta las 7:59 AM (zona horaria del evento), 1 día antes de tu día de carrera.
- No hay reembolsos disponibles.

Perfecto si solo necesitas un poco de flexibilidad por si tus planes cambian. Si no puedes asistir a la carrera, deberás encontrar a un sustituto y realizar el cambio de nombre.

⚠️ **Importante:** Si adquiriste el Add-On de hospedaje, el cambio de nombre deberá realizarse al menos 1 semana antes del inicio general del evento para que también pueda verse reflejado en la reserva del hotel.

HYROX

CÓMO FUNCIONA EL FLEX ADD-ON:

En tu página de confirmación, haciendo click sobre el ticket que desees cambiar podrás hacer tú mismo el cambio de nombre. Una vez hagas click sobre “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 it 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
Flex Add-On Doubles	€25.00
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](#)

CAMBIAR PERSONALIZACIÓN

Change personalization

Personalize

First name
Name

Last name
Last Name

Acknowledgement of Ticket Terms (Flex/Non-Flex)

Confirm that you understand the conditions of the ticket that you have purchased. For tickets with Flex Add-On, the ticket is non-refundable and no name changes are allowed. For tickets with Flex Add-On, you can request a partial refund (excluding the Flex Add-On fee and service fee) and you can request a change of name, but only within 14 days of the event date. For tickets without Flex Add-On, name changes are not allowed. For tickets with Flex Add-On, name changes may be permitted, subject to the ticket terms.

Introduce 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

H Y R O X

TERMS OF PURCHASE – ACAPULCO SEASON 26/27

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 Lite 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.

✓ Name changes are allowed for all divisions until 7:59 AM (event local time), 1 day before your race day.

✗ No refunds are available.

Perfect if you just need a little flexibility in case your plans change. If you are unable to attend the race, you will need to find a replacement participant and complete a name change.

!! Important: If you purchased the accommodation add-on, the name change must be completed at least **1 week before the start of the event weekend** in order for the hotel reservation to be updated accordingly.

HYROX

CÓMO FUNCIONA EL FLEX ADD-ON:

On your confirmation page, by clicking on the ticket you wish to change, you can process the name change yourself. Once you click on “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 \(2\)](#)

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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)

The left screenshot shows the ticket details for 'HYROX DOUBLES WOMEN | Sunday' with a 'Change personalization' button highlighted. The right screenshot shows the 'Personalize' form with fields for First name (Name), Last name (Last Name), Acknowledgement of Ticket Terms (Flex/Non-Flex), Email address, Birth date (05 May 1995), and Nationality.