

# HYROX

- English version below -

## CONDICIONES DE COMPRA – TEMPORADA 26/27

Aquí puedes ver los [T&Cs](#). Para todos los eventos de HYROX en México en la temporada 26/27.

### OPCIONES EN TU COMPRA

**1. Ticket(s) SIN Lite Flex o Flex Add-On:** Si adquieres tu(s) tickets sin añadir el 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 (1) 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.

**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, y de realizar UN (1) cambio de nombre en el caso de los dobles o relevos.

- ✓ 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.
- ✓ **100% de reembolso** hasta **31 días antes** de tu carrera (antes de las **7:59 AM**).
- ✓ **50% de reembolso** hasta **7 días antes** de tu carrera (antes de las **7:59 AM**).

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

# 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. 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 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
<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: 6819c53e7370921e51a739b

**Support**  
Do you have questions about your purchase? Just send us a support request.  
[Contact support](#)

## CAMBIAR PERSONALIZACIÓN

**Change personalization**

**Personalize**

First 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, entiendo que puedo solicitar un reembolso total o parcial en función de la fecha que lo solicite (excluyendo la tasa del Flex Add-On y tasas de servicio) y que está permitido un cambio de nombre, esto último sujeto 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 (excluding the Flex Fee and Service Fee) and that name changes may be permitted, subject to the ticket terms.

Introduce e-mail address - E-mail:

Birth date - Fecha de nacimiento:

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

Nationality - Nacionalidad:

## CANCELAR Y SOLICITAR REEMBOLSO

**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](#)

# H Y R O X

## TERMS OF PURCHASE – SEASON 26/27

You can view our [T&Cs](#), valid for all Season 26/27 events in Mexico.

### OPTIONS IN YOUR PURCHASE

**1. Ticket(s) WITHOUT Lite Flex or Flex Add-On:** If you purchase your ticket(s) without adding the 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 Add-On:** If, when purchasing your ticket(s), you added the Lite-Flex Add-On, you will have the option to make ONE (1) name change per ticket.

✓ 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.

**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, and to make ONE (1) name change in the case of doubles and relays.

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

✓ 100% refund available up to 31 days before your race day (before 7:59 AM event local time).

✓ 50% refund available up to 7 days before your race day (before 7:59 AM event local time).

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

# HYROX

## 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
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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

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, 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, esto último 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.

Introduce e-mail address - E-mail  
**Email address**

Por favor, introduce la dirección de correo electrónico del atleta. Para equipos o equipos, se deberá indicar la dirección de correo personal de cada atleta. - Please enter the e-mail address of the athlete. For teams, each athlete needs an individual 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

## 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](#)