TICKET TRANSFERS

MAMMOTH MARCH

The only way to securely transfer/claim a ticket:

In our relentless effort to fight ticket scammers, we have updated our system for transferring/claiming a MammothMarch ticket. In case you have not purchased our third-party ticket insurance upon registration, or you can no longer attend for reasons not covered by the insurance, we do allow transferring your MammothMarch ticket:

Being the seller:

- After having found a buyer (e.g. through posting in our event-specific event group), sign in to your Raceroster account and select "Transfer".
- Click on "Transfer to a new participant" and enter the new participant's email.
- The new participant will receive an email from Raceroster (URL ending in @raceroster.com) to claim the ticket and registration.
- Once the new participant has been charged the current entry fee plus a small transfer fee from Raceroster ($1.95), you will be refunded the original ticket amount paid upon registration. The refund process takes up to 7 business days.
- If your transfer is 15+ days from the event, you will also get a refund for your merchandise purchased. If it's 15 days or closer to the event, your merchandise will not be refunded but we are happy to ship it (or you transfer it to your replacement along with the ticket).

Being the buyer:

- Always make sure to verify a ticket holder with us before you further engage with the seller by sending an email to contact@mammothmarch.com. We will verify a ticket within 24 hours.
- After verification, provide the seller with your email address.
- The seller initiates the transfer and you receive an email from Raceroster (URL ending in @raceroster.com) to claim the ticket and registration.
- You will be charged the current entry fee plus a small transfer fee imposed by Raceroster ($1.95).
- The initial ticket holder will be refunded the ticket amount paid upon registering.

If you want to transfer your ticket to a **family member/friend** at a discounted price or gift your entry, please reach out to contact@mammothmarch.com. We need the following details for the new ticket holder: Full name, address, date of birth, phone number & email address to swap ticket holders in our backend.

TICKET TRANSFERS

MAMMOTH MARCH

Seller FAQ:

What happens to my pre-ordered merchandise?

Your merchandise will be refunded along with your registration up until 15 days before the event. Pre-ordered merchandise can no longer be refunded if you transfer your ticket between 15 days before the event and the day of the event. We are happy to ship your pre-ordered items for a $10 shipping/handling fee.

What if I want to resell my ticket at a discounted price/outside of Raceroster?

Please be advised that this is not the official and safe way to transfer an entry. We do not recommend this step if you do not know the buyer.
You can sell your ticket at a discounted price outside of Raceroster, e.g. if you agree on a different price with the buyer or if you simply want to transfer your entry to a friend/family member, etc. for free. In that case, please reach out to contact@mammothmarch.com with your full name, the event you're registered for and the following details for your replacement: Full name, address, date of birth, phone number & email address.

What is the deadline for ticket transfers?
The deadline for official ticket transfers is two days before the event. If you want to transfer your entry the day before the event, please make use of the steps explained in our previous question (send an email with your replacement's details to our team).

Buyer FAQ:

How can I verify a ticket?

Wherever you see someone posting the availability of a MammothMarch ticket that you're interested in, make sure to reach out to contact@mammothmarch.com so we can verify a ticket holder for you.

How can I be sure it is not a scam?

An official ticket transfer will always go through Raceroster, our ticket provider. If you do not receive an email from Raceroster with instructions how to claim an entry, it is most likely a scam. Warning signals to be considered are: The buyer does not use the same name on Social Media as it's displayed on the ticket, you get screenshots from the buyer as "proof" but no official email from Raceroster, etc.