

Mental Elf 2025

Cancellation Policy



Hull and East Yorkshire Mind aims to ensure that the Mental Elf Festive Fun Run proceeds as scheduled. However, there are certain conditions under which the event may be cancelled or rescheduled.

Please read our policies regarding event cancellations, refunds, and more below.

1. Event cancellation due to weather or safety concerns

- **Weather Conditions:** The Mental Elf Festive Fun Run will go ahead in most weather conditions, whether rain, snow or shine! However, we may cancel or postpone if there is an extreme weather warning or if advised by event authorities that cancelling is necessary for the safety of participants and attendees.
- **Rescheduling:** If we must cancel the event due to extreme weather or unforeseen circumstances, we will do our best to reschedule for a new date as soon as possible. In the case of rescheduling, your registration will automatically transfer to the new date.
- **Notification:** If a cancellation or postponement occurs, we will notify all registered participants via email. Updates will also be posted on our website and social media channels.

2. Refund Policy

- **Refunding Tickets:** As this is a charity event, all tickets are non-refundable.
- **Ticket Transfers:** If you are unable to attend the rescheduled event date, you are welcome to transfer your ticket to another person. Please email us at fundraising@heywind.org.uk to arrange a transfer. Transfers must be requested at least 48 hours before the event.

3. Other Cancellations

- If the event cannot be rescheduled due to extraordinary circumstances, we will reach out to participants with further details and any alternative arrangements.

For any additional questions, please feel free to contact us at fundraising@heywind.org.uk.

Thank you for supporting Hull and East Yorkshire Mind, and we look forward to seeing you at the Mental Elf Festive Fun Run!