

# INVNCBL REFUND POLICY

Please read carefully

## WE DO NOT OFFER REFUNDS

The moment you enter one of our events we start to incur administration costs and banking charges, simply in processing your entry and payment. We also incur further charges in administering cancellations and processing refund payments.

In line with the Consumer Contracts Regulations 2014 you have the right to cancel your order within 14 days from the date of purchase.

No refund can be given if the event has to be cancelled or postponed due to circumstances outside our control, for instance by order or guidance from the government due to foot and mouth, or Covid-19/Corona Virus. Your entry fee is invested in the cost of staging the event, towards administration and to those contractors and suppliers who are already committed well before event day.

Most events do not offer any form of refund at all if a participant decides to cancel their place because of injury, illness, lack of training or change of plan. There are many other instances of higher priced services, such as concert, train or theatre tickets where no refunds can be given for cancellation in these circumstances. However in fairness to participants who cannot compete for whatever reason, it is our policy to offer you a either a \*transfer to:

1. A guaranteed entry in a future INVNCBL event of your choice or,
2. Another person

**Provided** you notify us of your withdrawal **14 days before race day**. **\*There will be a £5 admin charge plus process fee for this service.**

We receive quite a few requests to transfer places from one participant to another. Each entry is personally registered to a specific named individual. Reallocating race numbers and requires considerable time and administration which is why we have to charge a fee for this service.

Changes to **waves** can be made but cannot be guaranteed as they depend on current wave limits and places becoming available, as a result of injury or illness etc. Please ensure if a group of you want to run together that you register together as changes may not be possible at a later date. **\*There will be a £5 admin charge for this service.**

Confirmation of deferred entry will normally be issued within 14 days of receipt of request, although there may be instances of delay in busy times close to race day. Notification will be sent by email or post to the last address registered on our records. Applicants should notify us of any address changes.

Request for transfer must be made by email to [office@invncbl.co.uk](mailto:office@invncbl.co.uk)

**Entries to any of our events are personal to the applicant, and race numbers cannot be sold or transferred without our agreement. Participating in someone else's race number can have very serious consequences. We would be unable to identify or contact families of participants who could have suffered potentially life-threatening conditions.**

**Any participant who competes in another person's race number will be disqualified.**

We reserve the right to refuse or cancel applications, including duplicate applications, or alter the date of the event, venue, or the course route or distance.

Duplicate entries made in genuine error will be refunded in full.

We reserve the right to cancel all entries and donate all entry fees to one of the event charities where we have reason to believe that duplicate entries have been deliberately made by an applicant with the intention of subsequent re-sale – i.e. ‘ticket touting’.

#### **INCLEMENT WEATHER POLICY**

Our races are scheduled to take place in good weather or rain.

In the case of inclement and dangerous weather, we reserve the right to postpone, shorten the route or cancel the event should the safety of event participants and volunteers become threatened.

In the event of a cancellation, customer service will remain a top priority; however, refund of registration fees will NOT be possible.

**Please check this website, social media pages and your email before the race for any changes or cancellations.**