

Our races are scheduled to take place in good weather or rain. In the case of inclement or 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.

If we alter an event such that the date of the event, venue, course route or distance is changed and this change amounts to a material departure from the event advertised, you will be entitled to a refund or other alternative remedy as described below.

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

Where we cancel or otherwise make a material change to an event, or where an applicant is prevented from participating in an event due to government restrictions, which shall for the avoidance of doubt include COVID-19 restrictions, it is our policy to offer you either:

1. entry in a future INVNCBL event of your choice (subject to the availability of places);
2. a transfer of your event entry to another person;
3. a refund in accordance with the terms of this refund policy; or
4. such other alternative remedy as may be requested and agreed with us at our sole discretion.

To exercise your right to a refund or alternative form of remedy, you must inform us of your decision by a clear statement by email to [office@invncbl.co.uk](mailto:office@invncbl.co.uk). **Any requests for a refund must be made within 30 days beginning with the date a reasonable applicant would have become aware of the right to a refund.** In most cases, this will be the date we notify you of the cancellation or material change to an event and your attention is drawn to this policy.

We will use reasonable efforts to provide confirmation of deferred entry 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.

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 with no right to a refund.**

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 requires considerable time and administration which is why we charge a **£5 admin charge** for this service. For the avoidance of doubt, where we elect to transfer a place and this is not at the request of the applicant, no charge will be payable.

Where possible, you must notify us of your withdrawal and desire to make a transfer **14 days before race day**. Requests for a transfer must be made by email to [office@invncbl.co.uk](mailto:office@invncbl.co.uk).

Changes to **waves** can be made but cannot be guaranteed as they depend on current wave limits and places becoming available. Please ensure that if a group of you want to run together you register together as changes may not be possible at a later date. Changes to waves requires considerable time and administration which is why we charge a **£5 admin charge** for this service. For the avoidance of doubt, where we elect to change a wave and this is not at the request of the applicant, no charge will be payable.

You shall only be entitled to a refund if we cancel or otherwise make a material change to the event, or if government restrictions, which shall for the avoidance of doubt include COVID-19 restrictions, prevent you from participating in an event. You shall **NOT** be entitled to a refund if you decide to cancel your place in the event, for example due to injury, illness, lack of training or change of plan. Where you cancel your place in an event and this is not because of government restrictions, it is our policy to offer you either:

1. entry in a future INVNCBL event of your choice (subject to the availability of places);
2. a transfer of your event entry to another person; or
3. such other alternative remedy as may be requested and agreed with us at our sole discretion.

Where a material change has to be made to an event, or the event otherwise has to be cancelled or postponed, due to circumstances outside of our control, we reserve the right to deduct from any reimbursement payable a fair proportion of the costs we have already incurred in relation to the specific event in question, provided always that this deduction will only be made if we are unable to recover those costs elsewhere. The moment you enter into one of our events, we start to incur administration costs and banking charges simply in processing your entry and payment.

Where your application relates to more than one event, any refund payable shall be paid pro-rata taking into account the events you have already participated in relevant to your application, which shall not be refundable.

If you request a refund, subject to the terms of this refund policy and any deductions we are entitled to make, we will reimburse to you all payments received from you.

We will use reasonable efforts to make the reimbursement without undue delay, and not later than 14 days beginning with the day on which we agree you are entitled to a refund. If we are unable to meet this deadline for whatever reason, we will inform you as such and advise when you can expect to be reimbursed.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any charges as a result of the reimbursement.