

TRACKDAYS.CO.UK TERMS AND CONDITIONS

EVENT DESCRIPTIONS - Any information provided within this pack or on the website is correct at the time of print, E & O.E; however, the content, format or price may be subject to change, especially during the out of season period (Oct - Feb). Due to the volume of bookings customers will not be updated of such changes, so please check the website for the latest itinerary for your experience.

VENUES/ LOCATIONS/ PROVIDERS/ VEHICLES - Trackdays.co.uk use a vast range of providers, venues, vehicles and locations. In the rare event of one of these becoming unavailable for reasons out of our control such as breakdown/ weather or construction work, a suitable alternative/ replacement will be offered wherever possible and we reserve the right to make reasonable substitutions on the day. Please be aware that this could involve a change of venue, date, vehicle and itinerary. Some hosts may offer a damage or cancellation insurance waiver which is usually around £20 - £25. Such waivers are generally optional and will not be offered to customers at the point of sale but on the day. Not purchasing a damage or cancellation waiver does not prevent you from doing the Experience in most cases.

SESSION LENGTHS - Any session lengths/ event times displayed with each experience or track day are approximate from the point of arrival to departure. Occasionally an event format may need to be adjusted for which you will be notified as soon as possible. The providers will always try to reduce your waiting time to a minimum. Most experiences usually run in groups; therefore the itinerary in your confirmation is a guide and may be subject to changes.

RESTRICTIONS - Each provider will have their own height and weight restrictions for their vehicles and equipment. Mainly for comfort and safety, these are usually height between 4'11" - 6'6" and weight below 18 stone. Unless on a Junior driving experience the minimum age to be a passenger is 16. These will vary between providers and the different experiences, so please check before you book that the participant(s) meets the requirements. Trackdays.co.uk will not provide refunds for customers who forfeit their booking due to failing the restriction guidelines (this will be at the discretion of the provider on the day). Participants in any driving experience will need to produce their full, original valid driving license before they can partake in an event, unless attending a junior or non-driving experience. Photocopies will not be accepted. Without producing correct licence you will not be able to take part and you will not be eligible for a refund.

THE WEATHER - Your event may be dependent on suitable weather conditions. If your event is cancelled or delayed due to the weather, prior to the event taking place, you usually will be able to re-book but not in all cases. We advise you check the specific weather terms before booking. You're re-booking remains subject to availability and weather conditions. Most track day events and driving experiences will only be cancelled in severe weather. You are bound by the terms and conditions of the event provider/ venue when it comes to weather affecting an event.

AVAILABILITY AND BOOKING DATES - All experiences and Track Day dates are offered subject to availability. The most recent information on dates when an event may be available can be checked by looking at the calendars on the website, or when you have activated and logged in with your voucher. Please note not all spaces are shown online so if you cannot see spaces for your event please contact us for dates. We will do our best to secure your preferred choice of event, venue and date, but to avoid disappointment book as early as possible, especially for peak times such as weekends and the summer months which book up very quickly. Once you are booked, you are bound by the terms and conditions of the supplier of which a copy can be made available upon request. In most circumstances a cancellation cannot be made once a date has been booked. When booking by phone or online you should not make arrangements in connection with an Event until you have received your final booking confirmation stating your date and time (this does not include the automatic email you receive that confirms what you have just requested). Our operators have access to the on-line booking station during the office hours on the 'contact us' page. Any bookings made during these times will be processed on the day. Please do not use the on-line booking facility out of these times if you are trying to book an event for the next day. Any order made after 16.30 pm may not be picked up until the next working day. Any bookings made in these situations may not be processed in time, and you therefore may not be able to attend the event.

FEEDBACK/COMPLAINTS - We welcome your feedback on all of the experiences and track days you book via our website as well feedback on our own customer service. All complaints/ feedback will need to be submitted in writing via letter or email so we have a copy of all correspondence. If you have a problem or complaint on the day, you must bring it to the attention of the organiser event staff at the venue as soon as possible so they have a chance to put matters right. It is vital your complaint is logged and you take the name of the member of staff you dealt with as we consider it unreasonable if you take no action during an event and complain at a later date. In this circumstance we will unlikely be to take the matter further.

VOUCHER CONDITIONS - Vouchers holders may use the purchase value of a Gift Voucher still within its expiry as part or full payment towards any product on the site. Unless stated otherwise, vouchers are valid for one person only. Where necessary a top-up payment can be made to increase the value of a voucher to book a higher priced event. Note that during the out of season months the price of experience may change. If the price of the event is lower than the value of the voucher the remaining credit will be held for use until the vouchers expiry date. We recommend booking as early as possible as you must have undertaken your experience before the expiry date printed on the front of your Voucher. All vouchers will be valid for use up to the expiry date displayed, but after this date, vouchers will automatically expire and cannot be reinstated under any circumstances. Trackdays.co.uk staff are not responsible for reminding or informing customers when a voucher is due to expire. A voucher holder may book a date which is outside of the expiration date displayed on the voucher but must extend the expiry of their voucher for an administration fee. This must be processed before the original expiry date.

Voucher holders must make a prior booking and receive confirmation in order that an open voucher can be redeemed. We recommend that when you have chosen your experience you redeem your voucher at least 21 days in advance of taking your selected experience. We do not guarantee availability on all events, even if the date is showing, so if a chosen event is full or you cannot find a suitable date during the validity period of your voucher then the credit can be used towards an alternative event. Do not arrive at a venue expecting to be able to use your voucher without making a prior booking and receiving a booking confirmation. Trackdays.co.uk will not be held liable for any costs incurred in such circumstances.

REFUNDS AND CANCELLATIONS - Regretfully under no circumstances can we cancel, refund or reschedule a booking once a date has been confirmed, so please ensure you, or the person(s) you are booking the event for are able to attend the date chosen before you make the order. We cannot offer refunds or extensions on vouchers purchased under special offer. Refunds on unwanted standard-price vouchers can only be made to the person who purchased the voucher and will be paid via cheque or reverse transfer minus the administration and processing fee. Unless redeemed or expired, vouchers can be transferred to a different person with written email permission by the purchaser. After 14 days and up to 60 days, Vouchers can be cancelled and refunded minus a 25% admin fee as long as they have not been redeemed or have expired. After 60 days you are unable to get a refund but can exchange your voucher against another product on Trackdays.co.uk or one of our sister sites to the value of your voucher. The voucher pack will need to be returned before the refund of a pack can be authorised. Voucher packaging and postage costs are non-refundable. Vouchers used for auction/ competition winners cannot be refunded. Full details on our refunds policy can be seen below. Should an event be cancelled or rescheduled due to reasons out of our control the provider will do their best to notify you as soon as possible and re-arrange a date. You are bound by the terms of the provider in this instance, of which details can be passed to you on request. Regretfully in these circumstances Trackdays.co.uk is unable to reimburse any expenses you may have occurred in relation to the cancelled event.

OTHER TERMS AND CONDITIONS - Our website prices, unless stated, are inclusive of VAT and are correct at the time of entry. In the unlikely event of a price error on the website we reserve the right to refuse the booking if we are unable to fulfil it. When booking over the phone, our staff will assume you have read and agreed to our terms and conditions. Calls to the Trackdays.co.uk booking line are recorded but, call recording is paused any time sensitive information is given. All of our providers are reputable companies with Public Liability Insurance and have been carefully chosen, however, inclusion of an experience on our website does not mean that we guarantee the safety standards or satisfactory performance of any of our providers.

Trackdays.co.uk reserves the right to change these terms from time to time without reference to customers. Before booking please read the latest version which can be found on our website www.trackdays.co.uk.

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