

## **Event Descriptions**

Any information provided on the TrackDays.co.uk site or on any literature you may receive is correct at the time of print; however, the content or format 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 for a full update on any experience or track day you have booked please call 0870 444 5541 between 9.00 – 17.00 weekdays. Please check details on your confirmation carefully upon receipt

## **Website Pictures/ Images**

Any pictures or photography used on the Trackdays.co.uk site in conjunction with products, experiences or track days are used as an indication only. The vehicles and locations will vary within the range available.

## **Venues/ Locations/ Providers**

at Trackdays.co.uk we have a vast range of providers, allowing us to cover most of the circuits and experience venues in the UK and across Europe. In the unlikely event of your chosen provider being removed from the site for reasons out of our control, an alternative provider will be offered wherever possible. Please be aware that this is likely to involve a change of date or experience selection. Each venue and provider will also have their own terms and conditions for which we are bound to and your participation is conditional on your acceptance of these. A copy can be made available on request

## **Session Lengths**

Any session lengths displayed with each experience or track day are approximate, and are likely to vary. 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. These will vary between providers and the different experiences, so please check before you book that you meet 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 or track day 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 your licence you will not be able to drive and you will not be eligible for a refund

On a public track days, drivers/ riders will be required to bring their own helmets. These can be hired on the day, however, pre-booking is essential. For all Bike trackdays, as a minimum, all riders must wear 2-piece zip together motor cycling leathers that zip 360 degrees around the waist. Full leathers are preferred. Other rules and regulations can be seen on the confirmation form once you have booked, and will be re-iterated during the safety briefing. Trackdays.co.uk will not refund or compensate any customer removed from the track for failing to abide to these rules.

## **The Weather**

Some Trackdays.co.uk experiences and track days are dependant on the weather. If your booking is cancelled due to the weather, prior to the event taking place, you usually will be able to re-book. 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. We are bound by the terms and conditions of each provider/ venue in this situation so please check these before booking.

## **Availability and Booking Dates**

All experiences and Track Days are offered subject to availability. The most recent information on dates when an Event is available can be checked by calling our booking line on 0870 444 5541 or will be visible on the website. We will do our best to secure your preferred choice of date. To help us, please book as early as possible and in any event, at least 21 days in advance and further for peak dates such as weekends or holiday periods. 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 ordered). Your final confirmation will usually arrive within 48 hours of making the purchase. For voucher redemption see 'voucher conditions' below.

Where specific elements of an Event such as vehicles or equipment are not available due to mechanical breakdown, we reserve the right to make reasonable substitutions on the day. If this is not possible we reserve the right to cancel the experience at short notice.

## **Late Bookings**

Customers are able to book with Trackdays.co.uk up to 16.30 pm the day before an event (where available). In this situation the essential details will be passed over the phone, as we cannot guarantee your confirmation will arrive in time. Experiences or track days bought under these conditions cannot be refunded or exchanged. The date and time under these conditions, once booked, cannot be changed.

## **Complaints**

we welcome your feedback on all of our experiences and track days. If you have a problem or complaint on the day, please bring it to the attention of the host or experience provider at the venue as soon as possible so they have a chance to put matters right. In general, we consider it unreasonable if you take no action during an event, but then write a letter of complaint at a later date

### **Voucher Conditions**

unless marked as non-transferable (see next section); you are entitled to use the value of your Gift Voucher as part or full payment towards any product on the site. All vouchers will be valid for use up to the expiry date displayed. After this date, vouchers will automatically expire. 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 open voucher at least 21 days in advance of taking your selected experience. 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.

In the situation that an event becomes unavailable or there are not enough spaces, your voucher may be used against an alternative event. Some events are seasonal and may be removed/ altered or increased in price (especially between the 'pre-season' months of October - February). In this situation your voucher may be used for an alternative event with a similar itinerary and price, or a top-up fee will be required. We advise to book as early as possible to avoid disappointment.

Trackdays.co.uk can refund, replace or extend any unredeemed voucher for a fixed admin fee of £20\*. This must be organised with the initial purchaser up to the day before the expiry date on the voucher. The recipient will be required to post back the voucher before the refund can be processed. Refunds can only be made to the person who purchased the voucher, and if originally purchased by credit/ debit card, the refund will be credited to the same card. If the card has expired you will need to request a refund in writing, quoting details of a new credit card. \* Vouchers exceeding £300 will be refunded minus 10% of price. Under no circumstances can a Voucher be refunded, replaced or extended after the expiry date has passed

### **Non-transferable vouchers**

Some of our vouchers are non-transferable. It states clearly on the webpage for each voucher in the 'order information' section if this is the case. These vouchers are dispatched via an affiliate agent 'Experience More' and are subject to separate terms and conditions. Please go to the bottom of this document to view these terms

### **On-Line Bookings**

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.

### **Corporate Bookings**

our general terms and conditions apply to any corporate day booking with the addition that a signed sales agreement must be received before a date can be pre-booked and confirmed. The sales agreement is contractual and the full balance will be required by the stated time.

### **Refunds and Cancellations**

Please note under no circumstances can we cancel, refund or reschedule an experience or track day once a date has been booked, so please ensure you, or the person(s) you are buying the event for are able to attend the date chosen before you make the order. Trackdays.co.uk can refund or replace any voucher for a fixed admin fee of £20\*. This must be organised with the initial purchaser up to the day before the expiry date on the voucher. Refunds can only be made to the person who purchased the voucher, and if originally purchased by credit card, the refund will be credited to the same card. If the card has expired you will need to request a refund in writing, quoting details of a new credit card. \* Vouchers exceeding £300 will be refunded minus 10% of price

### **Other Terms and Conditions**

All Trackdays.co.uk prices, unless stated, are inclusive of VAT and are correct at the time of entry. We reserve the right to change the price of any product without notice.

Please note using a Credit Card will incur a £1.50 booking charge

Calls to the Trackdays.co.uk booking line may be recorded for staff training purposes.

All of our providers are reputable companies within the trade and have been carefully chosen, however, inclusion of an experience range does not mean that we guarantee the safety standards or satisfactory performance of any of our providers.

Our providers Public Liability Insurance will cover all attendees to Trackdays.co.uk events. Information for other insurance such as 'Own Vehicle' and personal accident cover can be located via the Insurance link

Trackdays.co.uk reserves the right to change these terms from time to time without reference to customers

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## 'Experience More' Terms and Conditions

'Experience More' is an agent for selected operators, whose products and services are represented within the ASDA Gift websites. Whilst every effort is made to ensure the descriptions and pictures contained within the website and on gift vouchers are a true reflection of the events or products, these do not form part of a contract. If on contacting the operator you feel that the activity taking place no longer accurately represents the activity purchased Experience More will exchange the voucher or refund the purchase price. Once a specific date has been booked, you will automatically become bound by the terms and conditions that individual operator may have. This does not affect your statutory rights.

- 1. Prices** - Prices displayed on our website are correct to the best of our knowledge and maintained on a daily basis. In the event of an order being placed against an accidental incorrect price, we will endeavor to inform the purchaser of the error within seven days of the purchase being made, we will allow the purchaser to either cancel the booking or choose to pay the additional difference in price.
- 2. Availability** – Experience More sell open dated vouchers and the recipient is free to book their preferred date. Our experiences are subject to availability and in some cases, subject to weather conditions on the day. In order to avoid disappointment, we recommend that our customers book well in advance and DO NOT organise travel or accommodation until the booking has been confirmed by the operator.
- 3. Booking** - Please do not arrive at a venue expecting to redeem your gift voucher without first obtaining a booking confirmation letter or number from the operator. Experience More will not be held liable for your costs incurred if you do not follow the procedure set out in these Terms and Conditions and in your voucher pack.
- 4. Event Duration** - Details of event duration given on the website and gift voucher are to be used as a guide only. Most events will be 'open' days, meaning that other members of the public will be taking part too. This could mean taking your turn with other members of the public. The information on our website and gift voucher is meant as an indication of what to expect at your session. As Experience More features multi-location experiences, session lengths, agendas, vehicles used, numbers of participants and other factors specific to that experience may vary from location to location. Delays, curtailments and breakdowns are not within our control and therefore we cannot be held liable.
- 5. Safety** - The undertaking of these activities may involve some personal risk. With some events you may be required to sign a disclaimer on the day, please read these documents carefully. Some personal insurance policies may not cover some of our experiences. Please check with the operator well in advance of your day. We can arrange personal accident insurance on your behalf for an additional cost if requested. Note that operators usually require compliance to a certain type of conduct from participants. Please listen and take note if they request you to do something – it is usually for your own safety.
- 6. Validity** - Each gift voucher is valid for a maximum of ten months unless otherwise stated. A voucher will be deemed to be invalid if it is out of date (the validity date is clearly stated on the gift voucher). If the customer or recipient is unable to utilise the voucher before the expiry date, then upon the customer contacting Experience More prior to the expiry date on the voucher and paying an administration fee of £20 (if the activity has increased in price they will also need to pay the difference in price) the company shall issue a voucher extension cover letter granting an additional 10 months validity. Once a voucher has been extended it can not be refunded. Vouchers can only be extended if they are still inside their expiry date. Experience More recommend that all experiences are booked as early as possible.
- 7. Restrictions** - Many of the gift vouchers offered have some type of restriction applied to them; these restrictions are not decided by us but by the individual operator. These restrictions could include age, health, physical and size restrictions. Please read all the information provided for each experience, it is your responsibility to ensure that you purchase a gift voucher appropriate for the intended recipient and it is the responsibility of the recipient to double check that the restrictions are not prohibitive. We are not responsible for any unsuitable vouchers being purchased and these restrictions being breached. If you are unsure of the suitability of a particular event please email us on [info@experiencemore.co.uk](mailto:info@experiencemore.co.uk) with your query and we will advise you accordingly.
- 8. Complaints** - The easiest way to resolve any problems that you may experience is to speak to the operator on the day. They will ensure that any issues are rectified. If you are still not satisfied please send in details of your complaint (including your voucher reference number and who you spoke to on the day) to: Customer Services, Experience More, Top Floor, Ross House, 1 Shirley Road, Enfield, Middlesex, EN2 6SB. Please remember that the operator will have the opportunity to respond as well. Similarly, we would like to hear any positive feedback. Email us [admin@experiencemore.co.uk](mailto:admin@experiencemore.co.uk)
- 9. Cancellations** - Once you book a specific date with an operator you are bound by their terms and conditions regarding cancellations. Once a date is confirmed with a supplier it is not possible to change this date unless the supplier deems this possible. Where a date cannot be altered by a supplier it will not be possible to issue a refund. In the unlikely event that one of our operators needs to cancel the experience after you have booked a date, they should contact you. We strongly recommend however, that you contact the operator on the day before you depart for your experience. In the event of cancellation Experience More will not be held liable for the cost of lost insurance premiums, travel expenses, pre-booked accommodation costs or any other costs incurred.
- 10. Operators & Liability** - Although Experience More has sought to select highly experienced operators of 'once in a lifetime' experiences, Experience More shall not be responsible for the safety standards or the quality or delivery of the experience, or any loss or damage suffered by you whilst participating in the experience for which the Operator shall be solely responsible. By purchasing or redeeming an Experience More experience voucher, you acknowledge that the experiences are dependent on certain factors beyond the control of Experience More and agree that neither Experience More nor any associated operator shall be liable for the cancellation, postponement or alteration of any experience for reasons beyond its reasonable control including for weather-related reasons, mechanical failure or otherwise. We do not undertake any technical examination of equipment, facilities or services in order to minimise personal risk. If it occurs that mechanical machinery breaks down you should expect reasonable substitutions without notice.

The total liability of Experience More for any claim whatsoever in connection with the Experience More experience voucher or any experience shall be limited to the price paid for the experience voucher. We have tried to ensure that the descriptions and images used on all marketing material are accurate. However, images are intended to give a general idea of the experience described and do not form any contract between the purchaser and / or recipient and Experience More.

11. **Spectators** - Most operators will allow you to bring spectators to watch you participate in your selected experience. When booking your date please inform the staff you wish to bring other people. Some operators may request a nominal payment for spectators. Spectators are required to comply with the operators' terms, conditions and expectations of conduct. Any spectators deemed under the influence of drugs or alcohol will not be permitted on site.

12. **Exchanges** – Experience vouchers can be exchanged free of charge subject to written confirmation by letter within 28 days of purchase. Exchanges after 28 days will incur a £20 administration charge. Experience vouchers can only be exchanged for alternative experience vouchers. As all tangible goods are supplied by third party suppliers it is not possible for us to exchange experience vouchers for any tangible products, such as wine cases, wine gift packs, hampers or flowers.

If the substituted experience costs more than the original gift voucher you must pay the difference, including the administration charge. If the exchanged gift voucher is lower in price we will hold the price difference on account, less the administration charge, until your next purchase or for a period of ten months, after which time these funds will no longer be available to spend. Exchanged vouchers then become non returnable, non refundable and non exchangeable.

To exchange your voucher you must send it recorded delivery with a cover letter, including your contact number detailing the reason for exchange and any additional payment (if applicable) to: Customer Services, Experience More, Top Floor, Ross House, 1 Shirley Road, Enfield, Middlesex, EN2 6SB. We cannot dispatch exchanged vouchers until the original voucher and full payment (if applicable) has been received by Experience More customer services.

13. **Refunds** - You have the right to return any goods within 28 days of receipt and any vouchers within 28 days of purchase and a refund will be paid. All refunds will incur a £20 or 20% (whichever is greater) administration charge. Once you or your recipient has booked an experience with an operator you are bound by their Terms and Conditions (please make yourself aware of these at the time of booking). All refunds will be made to the person who purchased the voucher and the monies will be refunded directly to the credit card. All refunds are processed at month end and take between 5 and 10 working days to show in the purchaser's account. To request a refund you MUST return your voucher / gift via recorded delivery to Experience More, Top Floor Ross House, Enfield, Middlesex, EN2 6SB, along with a covering letter detailing the reason for your refund request.

14. **Gift Pack** - All vouchers purchased will be dispatched by First Class Royal Mail (you may request Special Delivery for an additional charge), we cannot be held liable for any loss suffered as a result of mail being delayed. The gift voucher is invalid if it has been tampered with or defaced. Experience More accepts no responsibility for lost or stolen gift vouchers. Please keep the vouchers in a safe place and protect them as you would money. Experience More does not accept any liability for the delivery of perishable items such as hampers and flowers. If the recipient is not in to receive the item then additional charges may need to be paid for re-delivery.

15. **Competition Prizes, Special Offers & Promotional Vouchers** – These vouchers cannot be exchanged, extended or refunded.