

# VOUCHER TERMS AND CONDITIONS



These conditions apply to all use of PalmerSport gift vouchers and participation in PalmerSport events. Purchasing a gift voucher and/or confirming a booking constitutes acceptance of these conditions.

## **Our Commitment**

We are committed to ensuring that all our customers enjoy events of the highest quality, which are safe, memorable and value for money. We know how much our customers look forward to their event and these conditions have been carefully written to ensure that there are no misunderstandings which could detract from our customers' enjoyment.

Please take the time to read them. Our team will be happy to discuss them if you would like more information.

## **Bookings and Voucher Validity**

To confirm the date booked for your PalmerSport event, or to book a date, please call our Sales Team on 01403 733999.

If an event is not booked to take place during the validity period stated on the voucher, the voucher lapses and we are entitled to retain all monies paid. Voucher validity can sometimes be extended subject to an additional charge; please contact our sales team for further details. Refunds will not be made if a voucher has not been redeemed or extended within the period of validity.

## **Your Commitment**

Once you have booked your event and confirmed a date, we reserve your place, cars and instructors. If you then choose to cancel, you will be in breach of contract and we are entitled to retain all monies paid; your purchase of a voucher forms a binding contract between us and you cannot get out of a binding contract just because you change your mind.

## **Changes of Plan**

Once a booking is made and a date is confirmed for your event, the event cannot be postponed. Your place on an event may only be moved to an earlier date where spaces are available.

If the nominated driver is unable to attend on the booked date and you wish to send a replacement driver to take the booked event, we are happy to accept a substitute up until the time of signing on, provided that we have written authorisation from either the purchaser of the voucher or the original nominated driver, and that the replacement driver complies with all relevant criteria.

## **Cancellation Cover**

Gift vouchers can be cancelled within 14 days of purchase for a full refund. Refunds will not be made if a voucher has not been redeemed within the period of validity.

Please contact our Sales Team on 01403 733999 for details.

## **The Weather and Cancellation by us**

All of our events are offered subject to availability of dates, vehicles, facilities and the weather. Unfortunately we cannot guarantee that a particular event will not be withdrawn due to adverse weather conditions.

If we need to cancel your event, in its entirety, due to adverse weather conditions or other events beyond our control, this will generally be in the interests of safety and we will provide as much prior notice to you as practical, although we cannot guarantee that we will be able to provide this notice prior to the day of the relevant event. However, you will be able to re-schedule your event by contacting us on 01403 733 999.

## **Safety First**

Whilst we pride ourselves on our safety standards, the very nature of our driving events means that, despite us taking all reasonable precautions, some personal risk of injury is involved in taking part in the activities we offer. By attending our driving events, participants acknowledge this and confirm that they are aware of the nature of the activity and attend the venue and participate in the event at their own risk. It is a condition of participation in our events that the driver signs a declaration acknowledging this prior to taking part in the event.

We ask that you leave plenty of time to get to the venue and advise you to aim to arrive 15 minutes ahead of your scheduled start time.

All guests are required to participate in the safety briefing: it is essential that the participant attends the briefing otherwise they will not be able to participate.

Do not consume alcohol and/or take any drugs which may impair your ability to participate in the event, either before or during the event. We may refuse participation in an event to anyone we suspect to be under the influence of alcohol and/or drugs (whether prescribed or otherwise).

All PalmerSport events require a crash helmet to be worn: this is mandatory and there are no exceptions. Helmets should be secured properly at all times when worn inside a vehicle.

We may refuse access to, and eject from, our venues anyone who we believe is acting against the interests of safety or whose behaviour is likely to cause damage, nuisance or injury. We may also conduct security searches at our venues to ensure the safety of our customers and others present at the venue. We employ professional instructors who may end participation in an event or offer alternative tuition if they believe that a participant may endanger themselves, other participants or other people present at the venue.

No animals are allowed into Bedford Autodrome. Any person found in breach of this condition will be required to leave.

## **Driver Requirements**

Weight and height restrictions apply to our events. Drivers should not exceed 18 stone (115kg) in weight and should be between 5' and 6'4" in height (153cm-193cm). If a driver does not fall within these limits he/she must contact our Sales Team to discuss whether he/she will be able to participate.

All participants must hold a full current driving licence and this must be produced on the day of the event for inspection at registration. Provisional licences as well as photocopies are not acceptable. Guests with racing licences as well as those those under 21 years on the date of the event must advise us of their qualification / age as additional conditions apply.

You will not be able to participate in the event if you are pregnant, or if you suffer from, or have a history of, haemophilia, epilepsy, colour blindness, or any other medical condition that could affect your ability to take part in the event. You will be required to sign a declaration confirming this during registration.

## **Descriptions and Prices**

All events will take place at Bedford Autodrome unless specified otherwise.

We constantly strive to develop and improve the driving events we offer. As a result, the vehicles, courses and activities provided may vary from the descriptions contained in the PalmerSport brochure or on the PalmerSport website. Where we make any material change to the nature of a booked event we will endeavour to contact you in advance of your event and may offer you an alternative activity of an equivalent value.

Where the duration of an experience is mentioned on our brochure, on our website or by our Sales Team, this is an approximate time and is given as a guide only. You will normally take your driving event with other participants and there may be some waiting time involved.

The prices of our driving event voucher as set out in any of our marketing materials are correct at the time of going to press. We may change prices at any time, but such changes will not affect you if you have already paid for your voucher.

## **Insurance**

PalmerSport have third party and public liability insurance.

## **Damage to Vehicles**

If a participant acts deliberately or recklessly and damages any PalmerSport vehicle as a result, that participant will be required to pay for cost of repair of any damage (beyond normal wear and tear). Participants who are either under the age of 21 and/or who hold or have held a motor racing competition licence must obtain PalmerSport's prior written permission to participate and the excess they will be required to pay for the first £1,500 plus VAT of the cost of repair of any damage (beyond normal wear and tear), unless the damage was done deliberately or recklessly, in which case the entire cost of repair of the damage shall be payable.

## **About Us**

The PalmerSport driving experiences are provided by JPM Limited, trading as PalmerSport. JPM Limited is a company registered in England and Wales under company number 02021209 and with its registered office at The Old Post Office, Worthing Road, Southwater, West Sussex RH13 9EZ.

Calls in to our Sales Team may be monitored for quality assurance and staff development purposes.

## **Law**

These conditions are governed by English Law and any dispute or claim relating to them shall be subject to the exclusive jurisdiction of the English courts.

[www.palmersport.com](http://www.palmersport.com)