



## **BOOKING CHANGES AND CANCELLATIONS**

Once you have made a booking, cancellation charges may apply if you are unable to attend: \$50.00 rebooking fee if booking is changed 7 days or less from your booked date.

Quarter Mile Drag Racing Experience does not own or control the venues they operate at. Event dates are subject to change without notice by the venue owner and Quarter Mile Drag Racing Experience will endeavour to provide alternative dates should this situation arise.

## **DELIVERY OF TICKET OR VOUCHER**

Your Voucher or ticket will be delivered via email after the checkout process is complete.

## **VOUCHERS**

Your voucher will be valid for twelve Months from the date of purchase. Your voucher is required for redemption on the day of your experience.

## **REFUNDS**

No refunds will be offered on purchased vouchers. However, vouchers are transferrable – notification of who the voucher is given to and a booking from the recipient before the voucher expiry allows for every voucher purchased to be used. Booking changes within 7 business days are subject to rebooking fees as outlined in Booking Changes and Cancellations above.

## **VENUES**

If for any reason your selected venue or experience was withdrawn we would make our best efforts to provide your experience through an alternate venue; if this is not suitable, you can obtain a refund once the voucher is sent back and received by Experience Central office.

## **TRANSPORTATION**

All experiences unless expressly mentioned in the experience details are supplied excluding transportation to and from relevant venues.

## **SESSION LENGTHS**

Session lengths are an indication only of the time you will be at the venue. You should allow three hours to complete your experience. This may be extended due to rain or change in track conditions.

## **RESTRICTIONS**

Experience Central provides all information regarding any restrictions that may apply, i.e. minimum age, weight, health or any other restriction in the online FAQ section and indemnity form.

## **DISABILITY**

Certain Quarter Mile Drag Racing Experience experiences supplied may be unsuitable or require alternate arrangements for individuals with a disability. We are happy to make any such practicable arrangements on your behalf. Please make us aware of any such disability prior to your selection of purchase.



## ***WEATHER OR OTHER FACTORS CAUSING DISRUPTION OR CANCELLATION***

Quarter Mile Drag Racing Experience are subject to weather conditions. Rain will cause delays and may result in the cancellation of the event. It is strongly recommended that you 0422982482 for track and weather conditions prior to leaving home. If you are not able to participate on the day due to inclement weather, you should reschedule on the day at the track Reception to avoid incurring a rebooking fee; this is only available to participants that are in attendance on the day. Your voucher expiry date will be extended for an additional 12 months only from the date of rain cancellation.

Quarter Mile Drag Racing Experience relies on a range of other parties, including but not limited to sports governing bodies, venue owners, event organizers and permit providers, local councils and state government departments, insurance providers, safety officers and medical personnel, to enable their events to be staged. Quarter Mile Drag Racing Experience cannot control the actions of third parties upon which Quarter Mile Drag Racing Experience relies to conduct its activities. Quarter Mile Drag Racing Experience is not liable for any costs or damages incurred by customers in relation to event postponement or cancellations. If Quarter Mile Drag Racing Experience cannot deliver the purchased experience, your voucher expiry date will be extended for an additional 12 months from the date of said cancellation, fully transferable. Quarter Mile Drag Racing Experience is not liable for any additional travel, accommodation or any other costs incurred by participants, their family and friends attending any scheduled Quarter Mile Drag Racing Experience.

## ***COMPLAINTS***

If you are unsatisfied with your Quarter Mile Drag Racing Experience, please bring it to the attention of the event management on the day. It is important you do this so that both parties have immediate access to a solution. Our ability to fix any issues after the day is often limited.

## ***AGENT***

Quarter Mile Drag Racing Experience uses a number of agents to supply our products and any purchases through these agents are subject to their conditions and not the conditions of Experience Central. It is recommended that you read the terms and conditions of those agents with regard to refund or voucher expiry dates.

## ***LIABILITY***

Quarter Mile Drag Racing Experience has no liability for any damage or loss caused by any negligent omission or act of any service or third party. Quarter Mile Drag Racing Experience has no liability for any act, default or omission, whether negligent or otherwise, of any service provider. Where Quarter Mile Drag Racing Experience liability cannot be excluded, such liability is limited to the value of the voucher purchased.

## ***INDEMNITY FORM***

As per all action events, an indemnity form providing your willful participation must be completed before the day of your event.

## ***OTHER INFORMATION***

All Prices are in Australian dollars, include GST and are correct at time of publication. Experience Central reserves the right to change prices without notice. Any change in price will be communicated before a purchase is placed.