

Terms and Conditions for Experience Vouchers

Our agents and operators

If you order from our 'Experience Days' section (anything not in the driving experience section), the voucher will be dispatched via Activity Superstore and Adventure 001 who are third-party agents for selected operators. 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 the relevant agent 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.

Voucher Booking Terms

Vouchers are valid until the expiry date shown on your Voucher (typically 10 months). Please check the season of any intended Experience, as this may be shorter than the Voucher validity. You must validate, book and complete your Experience prior to the expiry date, please note booking lead times apply. If you are unable to use your Voucher within the validity period, the Voucher can be extended for a period of six months. A £20 administration fee is payable to the agent if you choose to extend your voucher. A Voucher can only be extended once and only while the Voucher is valid. Please note you may not be able to change your mind once a date has been booked with an operator. Activities may be cancelled due to weather conditions, mechanical failure, or for other reasons beyond our control. If your experience is cancelled because of the weather, you will be able to rebook for a date on which you are able to attend. If you are unable to travel to your experience due to bad weather but the Experience still takes place we may not be able to rebook you without an administration cost. Refunds are available within 28 days of purchase, prior to registration.

If the agent or operator cancels or changes your experience

If the agent or operator cancel your experience, they will tell you as soon as possible, and do their very best to offer an alternative date or location. If specific celebrities or vehicles are featured but are not available on the day for reasons beyond their control, they will try to find the best possible replacement. If this is not possible, they reserve the right to cancel your experience at short notice and re-book you. They reserve the right to reschedule the timings or location of any experience owing to unavailability of the experience, insufficient numbers making the experience unavailable, and other factors beyond their control.

The agents and operators reserve the right to discontinue an experience, venue, or individual supplier at their own discretion. They will endeavour to offer a suitable alternative experience of the same value, however, if not they will instruct us to refund your voucher in full. If you decide to book a different experience and the price of that experience exceeds the face value of your voucher, you will be expected to pay the difference.

Trackdays.co.uk, the agent and the operators reserve the right to make minor changes to your experience. Examples of minor changes include car specification, or order of activities on a particular day.

Trackdays.co.uk is unable to reimburse travel, accommodation or other incidental expenses incurred by you in attending an experience which is cancelled for any reason.