

## AUDI DRIVING EXPERIENCES

### 1. Definition and Interpretation

- a) These terms and conditions will form the basis of the contract between You and Us for the Driving Experience.
- b) Any defined terms used in these terms and conditions shall have the meaning given to them in the [Terms](#).
- c) To the extent there is any conflict between the Terms and these terms and conditions, the provisions in these terms and conditions shall take precedence.

### 2. Booking and Changes

- 2.1. Driving Experience Vouchers will be sold on the AudiStore.
- 2.2. Driving Experience Vouchers are not transferable or assignable and you cannot exchange Driving Experience Vouchers for cash.
- 2.3. The price of the relevant Driving Experience Voucher shall be dependent upon the elected Driving Experience, as set out on the AudiStore.
- 2.4. Payment for the Driving Experience must be made in full at the time the Driving Experience Voucher is purchased via the AudiStore. We will confirm our acceptance of your order to you by sending you an email that confirms the Driving Experience Vouchers you have ordered.
- 2.5. Driving Experience Vouchers shall be valid for a period of 12 months from the date we provide our Confirmation.
- 2.6. You are then required to contact our Driving Experience partner Silverstone Circuits Limited to book a date and time for the Driving Experience, by selecting from a list of pre-determined dates and times, all such dates being subject to availability.
- 2.7. Silverstone Circuits Limited shall then provide prompt confirmation of this date and time to you, via email.
- 2.8. Please see [paragraphs 2.20](#) to 2.25 for further information on cancelling a Driving Experience, or the instances in which we may cancel a Driving Experience.

#### Drivers

- 2.9. All Drivers must be aged at least 21 years of age and be in good health. All Drivers must be free from any medical condition or illness, which may affect or impair the Driver's ability to drive the Car.
- 2.10. All Drivers must hold a current valid driving licence (with no more than eight penalty points endorsed on it) and will be required to produce both parts of their driving licence prior to the commencement of the Driving Experience. Any Driver who fails to produce a valid driving licence prior to commencement of the Driving Experience will not be permitted to undergo the Driving Experience. Provisional licences and copies of licences are not acceptable to us.
- 2.11. All Drivers are required at all times to drive the Car in a careful and safe manner and to follow the instructions of their instructor. You will be liable for your acts and omissions and, in particular, your failure to drive the Car in accordance with this paragraph 2.10.
- 2.12. We reserve the right to refuse to allow any Driver to drive or carry on driving if in our reasonable opinion any such Driver appears unfit to drive for any medical reason or due to the influence of alcohol or drugs or disregards safety instructions or the instructions of any instructor. We will not pay any refund or permit a substitute Driver in the event that we refuse to permit any driver to drive or carry on driving because of the reasons set out in this paragraph 2.11.
- 2.13. Prior to your driving experience please visit [www.viewdrivingrecord.service.gov.uk](http://www.viewdrivingrecord.service.gov.uk) and print the relevant penalty point's information (you will need your photocard and National Insurance number for this service), please bring this with you to your driving experience along with your photocard driving licence.

#### Insurance

- 2.14. Every care is taken to ensure the safety of all Drivers. However, due to the nature of the Driving Experience and the high performance characteristics of the Car some degree of risk is involved.
- 2.15. You will be required to sign a disclaimer and indemnity prior to the commencement of the Driving Experience, stating that you do not have more than 8 penalty points on your driver's licence and of 21 years of age and above.

- 2.16. We shall be responsible for arranging third party liability and public liability insurance which is provided subject to certain terms and conditions (a copy available upon request). Our insurance is compulsory and we will not accept any other form of insurance.

### **The Driving Experience**

- 2.17. You will be required to check-in on the day of the Driving Experience at least 30 minutes before the scheduled start time in order to receive the pre-drive briefing. You will not be allowed to commence the Driving Experience if you have not attended the full pre-drive briefing.
- 2.18. We do not make any statement that Drivers will achieve any particular standard or competency following the Driving Experience or that the Drivers will be competent to drive cars of the same or similar type as the Car.
- 2.19. Times stated in respect of the duration of the Driving Experience are estimates only. The Driving Experience may be for a shorter or longer period and you should treat any times stated by us as estimates only.

### **Mobile Phones and Personal Digital Assistants**

- 2.20. You will not be allowed to use either a mobile phone or PDA at any time during the Driving Experience. Failure to comply with this request may result in dangerous or hazardous situations to both you and other Drivers and you being removed from the Driving Experience.

### **Cancelling a Driving Experience.**

We provide our own cancellation policy for the Driving Experience, as set out below.

- 2.21. You may cancel the Driving Experience and receive a full refund for the amount of the Driving Experience Voucher at any time before you have contacted our Driving Experience partner Silverstone Circuits Limited to agree a date for the Driving Experience.
- 2.22. Once you have agreed a date for the Driving Experience and received confirmation of this date from Silverstone Circuits Limited, if you wish to cancel the Driving Experience:
- 2.22.1. at any time up to two calendar months before the date of the Driving Experience, we will refund the price paid for the Driving Experience Voucher ("Price") but we will deduct a cancellation and administration fee of £30 from what we owe you;
  - 2.22.2. at any time between two calendar months and six weeks before the date of the Driving Experience, we will refund the Price but we will deduct a cancellation fee of 50% of the Price of the Driving Experience from what we owe you;
  - 2.22.3. at any time between six weeks and five before the date of the Driving Experience, we will refund the Price but we will deduct a cancellation fee of 75% of the Price of the Driving Experience from what we owe you; and
  - 2.22.4. no refund will be made where you cancel the Driving Experience within five days of the date of the Driving Experience, and any such cancellation request must be made in writing to either us or our Driving Experience partner Silverstone Circuits Limited.
- 2.23. If you wish to reduce the number of Drivers up to 14 days before the date of the Driving Experience, we will refund you the Price but we will deduct a cancellation fee of 50% of Price for each Driver in respect of whose Driving Experience you wish to cancel. Any cancellation (whether in respect of any or all Drivers) or alteration of date which you wish to make later than 10 days before the date of the Driving Experience will incur a 100% cancellation charge.
- 2.24. If you do not attend the Driving Experience and we have not received any written cancellation from you, you will not be entitled to any refund.
- 2.25. Where we have to cancel a Driving Experience. Every effort will be made to ensure that the Driving Experience is carried out in accordance with the Confirmation and on the date agreed with our Driving Experience partner Silverstone Circuits Limited. However, we reserve the right to cancel the Driving Experience or modify it in the event that adverse weather conditions render it in our opinion unsafe to carry out the Driving Experience. Furthermore, we may cancel the Driving Experience if due to reasons beyond our reasonable control we are unable to provide Cars or instructors.
- 2.26. In the event that we cancel the Driving Experience before the Driving Experience commences, we will notify you immediately so that you can contact our Driving Experience partner Silverstone

Circuits Limited and rearrange the Driving Experience for another later available date (subject to availability) or, if you prefer, will refund to you all money which you have paid to us. We will not be liable for any other expenses which you may have incurred.

If we cancel the Driving Experience after the Driving Experience has commenced, we will either rearrange the remaining the Driving Experience to be conducted on a mutually convenient date or refund to you part of the price taking into account the Driving Experience undertaken prior to cancellation and the scheduled duration of the Driving Experience. We will not rearrange the Driving Experience or make any refund if we cancel the Driving Experience for a reason stated in paragraph 2.25 and 75% of the scheduled time of the Driving Experience has already been undertaken.