

# GT Race Experience

## Cancellation Policy

**Bookings:** After the completion of a booking, cancellation charges may apply if you are unable to attend. Request for cancellation of a booking made 8 days (inclusive) or more prior to the booking will incur a cancellation fee of \$30. There will be no refunds for cancellations or rebooking's made within 7 days of the confirmed booking, although rebooking's are permitted with a rebooking fee of \$30. Refunds will not be provided for registrants who do not attend there booking.

COVID-19 Update: Given the current unprecedented crisis, all bookings are being given a 100% credit to be used for a future booking, with the rebooking fee being waived. We are not processing refunds at this time. Requests for a refund will remain on file. Once we have returned to a remnant of a normal economic state, we will work to honour these requests, if a future booking is not an option for you.

**Gift Vouchers:** Vouchers are valid for 2 years. Afterwards vouchers maintain their dollar value. Gift Vouchers are no refundable after purchase. If your voucher does expire please call us to redeem the dollar value.

Notice of cancellation must be made via e-mail to [gtrace.experience@gmail.com](mailto:gtrace.experience@gmail.com). A cancellation acknowledgement will be sent within 3 working days and fees refunded within 10 working days, subject to this Refund Policy.

GT Race Experience does not own or control the venues they operate on. Event dates are subject to change without notice by the venue owner and GT Race Experience will endeavor to provide alternative dates should this situation arise.

Therefore, GT Race Experience Inc. reserves the right to alter or modify the advertised dates if necessary. Any alterations will be updated on the web site as soon as possible.

As a customer you are responsible for understanding this refund policy upon purchasing any services at our web site. However, we realize that exceptional circumstance can take place with regard to the character of the services we provide.

## Filling a Refund request:

You should accompany this request with detailed and grounded reasons why you are applying for a refund. Please make sure your request does not contradict our Terms of Service.

You may request assistance by sending email to [gtrace.experience@gmail.com](mailto:gtrace.experience@gmail.com).

