



RACE SHIFT

CANCELLATIONS

By YOU as a customer

Cancellation insurance

Ideally, you have your own cancellation insurance.

If you don't have one, you can cancel with us according to the conditions set out as described below.

Is possible

Cancel an event is always possible in "***normal circumstances***" (see below for its definition).

Send a Mail

- To events@raceshift.co.uk
- Subject: "**Cancellation of event X**"
- State your:
 - **First and last name**
 - **Mobile Number and country code** (+44, etc.)
 - The clear statement that you wish to cancel event X

Validity period

Vouchers issued are valid for a 12 month period.

Non-nominative

- Vouchers are non-nominative, so can also be used for a registration of a friend;

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- You just have to give your voucher number to the other person and he / she can use it at his registration;

One per booking

Our system accepts one voucher per booking.

Number of vouchers

One voucher per cancelled track day, with a minimum of two vouchers.

Administration / cancellation costs

The cancellation costs are a compensation for RACE SHIFT.

The amount of these costs depends on the time of cancellation:

| Time of cancellation | Associated Cost |
|----------------------------------|----------------------------|
| 1. 10 Weeks or more before event | Deposit Paid |
| 2. 10-5 Weeks before event | 50% of Total Booking Price |
| 3. 5-3 Weeks before event | 75% of Total Booking Price |
| 4. Less than 3 weeks | No Refund |

Important.

Where an event is a T.T.O event (Track Time Only, i.e No provision for Hotel Accommodation, Transportation of bikes and equipment from the UK to the circuit and allocated Pit Box places) such as our Assen, Magny Cours, Le Mans events, held in conjunction with our other established European TDO's (Track Day Organisers) cancellations vouchers will be offered in line with associated costs 2,3 and 4 only

By RACE SHIFT due to force majeure

Examples of force majeure:

- Cancellation of the event by the circuit for any reason;
- Prohibitions of the local government that:
 - prohibit (the organisation of) events during the period in which the event is scheduled;
 - make the event so difficult to organise, that it is no longer reasonably feasible;
- One or more of the following circumstances that make the organisation of the event impossible, dangerous and/or unreasonable:
 - an earthquake, a tidal wave, a flood or another natural disaster;

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- a terrorist attack, war, uprising, riot, strike or closure of national borders;
- an epidemic or pandemic;

As soon as an example of force majeure described above, but not limited to, manifests itself, there is no longer any question of "**normal circumstances**" as mentioned previously herein.

We advise you to:

- always take a cancellation insurance before you book anything (travel, flight ticket, event, concert, etc.);
- inform you through your insurer about what exactly is and is not covered by the numerous existing cancellation insurance policies, because these can be very different;

Some examples:

- **Allianz Assistance**
 - Royal Service
 - World Royal Protection
- **AG Insurance**
 - Yearly cancellation contract
- **AXA Assistance**
 - Excellence
- **DVV**
 - Custom travel insurance
 - Cancellation insurance
- **Europ Assistance**
 - Smart
 - Sport
 - VIP
 - NoGo
- **Touring Assistance**
 - No Stop Full
 - No Stop Relax
- **VAB**
 - Holiday package
 - Multi package
- **Nomad**
 - Nomad assistance

In case of cancellation of the event due to force majeure, we will do everything within our reasonable possibilities to offer you the **CHOICE** between the following options, regardless of the fact whether or not you had taken a cancellation insurance before booking:

1. **Postponement of the event**
 - Provided that the circuit - from an event that has been cancelled - is able to propose to us a new date this year, which is acceptable to us;
 - You will be informed of this eventual new date ASAP;
2. **Vouchers**
 - Conversion of your registration amount for 100 %;

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- No cost to you;
- Valid for 12 Months from date of issue;
- Vouchers are not personal and can be used by anyone;
- Voucher conditions
 - if it concerns a double header event, one voucher will be made per registered event;
 - our booking system accepts 1 voucher code per booking;

3. Refund

Only applicable should the circuit / other partnered TDO cancels our scheduled event,

- We refund 65 % of your payment, provided that the track, other TDO and hotel* (if we are providing an accommodation option for the event) first reimburse us;
- *Hotel refund proportion subject to individual hotel refund policies
- In the event of a partial reimbursement, we will be obliged to make a pro rata refund;
- Please note: this is a financial reimbursement on your bank account and not a credit with voucher(s);
- If you choose this option, you will not have any recourse afterwards regarding the remaining 35 %;
- The ratio 65/35 is based on the **price composition** of your booking price paid to us for one of our events **event**, i.e.
 - **65 % DIRECT COSTS**
 - **These costs should not be incurred if an event is cancelled**
 - rental of the track / pre-allocated Race Shift places on joint event with other TDO
 - transportation costs
 - accommodation costs
 - operating costs on the spot
 - **35 % INDIRECT COSTS**
 - **These costs have already been incurred, regardless of whether an event is cancelled or not**
 - visits / negotiations with the circuits / other TDO's / hotels / transportation to formalise dates, costs and conditions
 - contract negotiations
 - elaboration of all information about the event
 - website costs
 - follow-up of registrations
 - administration costs
 - communication costs
 - answering e-mails
 - answering phone calls
 - office expenses
 - office rent
 - workshop rent containing our equipment to organise the events
 - leasings, rentings of the vehicles and / or trailers for bringing the organisational material to the events
 - Electricity
 - Water
 - Gas
 - Vehicle costs

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- Accounting costs
- Graphic costs for making the visuals of the events
- Social Media Marketing costs
- Direct Email Marketing costs
- Whatsapp communication costs

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