

# GT Race Experience Inc.

## Cancellation, Rebooking and Refund Policy

GT Race events have very specific contract times, sunset times, and noise ordinances. We run a tight schedule to ensure all our guest get their turn on track each day. Your booking is viewed as a “reservation/ticket” because we are holding a car, space, and time for you.

*Refund and Cancellations:*

### Gift Vouchers:

Gift Vouchers are refundable within 14 calendar days of purchase, minus a \$50 processing fee. Refunds are not provided after 15 calendar days from the purchase date and all Gift Voucher sales are now final. Redeemed Gift Voucher/converted to a book still follow our gift voucher refund policy.

Gift Vouchers: Vouchers are valid for 2 years. Afterwards, vouchers maintain their dollar value. If your voucher does expire (after 2 years), please call us to redeem the dollar value.

### Bookings:

Cancellations, Refund and Rebooking’s Fees:

| <b>Timeline:</b>            | <b>Cancellation and/or Rebooking Fees</b>  |
|-----------------------------|--|
| 7 days from purchase        | 5% of purchased package  |
| After 8 days from purchase  | 15% of purchased package   |
| Within 14 days from booking | 25% of purchased package   |
| Within 7 days from booking  | No refunds – only rebooking’s allowed.<br>Rebooking fee 25% of purchased package |
| 24 hours from booking       | No refunds or rebooking.   |

Please submit your Cancellation or Rebooking request by e-mail to [info@grace.ca](mailto:info@grace.ca). A cancellation acknowledgement will be sent within 3 working days and fees refunded within 10 working days, subject to this Refund Policy.

Guests wishing to rebook to a later date but are unsure of the ideal later date can have their booking converted to a credit minus the rebooking fees.

**Running Late to your Bookings:** The classroom session starts 15 min after your registration time. If you are late, **we will do our best** to fit you in. However, we cannot guarantee your spot. In efforts to do our best, we may request that you change your chosen car or move you to a later time slot. When in doubt show up at the track or you will be considered as a Missed Booking (See below). A phone call, voice mails, texts or e-mails will not change this. During track events, our office is not attended.

**Missed Bookings:**

Refunds will not be provided for guests who do not attend their booking. 100% of paid amounts will be forfeited. Rebookings are not permitted.

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 endeavour 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 website as soon as possible.

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