



The Race Experience with TGR Haas F1® Team, Terms & Conditions

1. DEFINITIONS

1.1 In this contract:

Activity: means an activity available to purchase from us;

Booking: means your booking for an Activity made through theraceexperience.co.uk website or in-person;

Charges: means the fees paid for an Activity;

Customer: means the individual who makes a Booking (including on behalf of another individual);

The Race Experience with TGR Haas F1® Team is a service delivered by the Coventry Arena Propco Limited, company number 14156565 with registered office at Coventry Building Society Arena, Judds Lane, Longford, Coventry, CV6 6AQ;

Participant: means someone who participates in an Activity or is a guest of the Customer;

Services: means the services to be delivered by the Coventry Building Society Arena pursuant to your Booking for the Race Experience with TGR Haas F1® Team;

T&Cs: means the terms and conditions set out in this contract;

Venue: means the Coventry Building Society Arena, Judds Lane, Longford, Coventry, CV6 6AQ;

We, our: means the Coventry Building Society Arena;

You, your: means the individual making the Booking for an Activity.

2. BOOKINGS

2.1 Customers and Participants shall be deemed to have accepted these T&Cs. Customers and Participants under 14 years old must be accompanied by an adult to take part in an Activity.

2.2 We reserve the right to amend or vary these T&Cs at any time at our sole discretion without prior notice.

2.3 These T&Cs form the entire agreement between you and The Race Experience with TGR Haas F1® Team in relation to your Booking.



3. CUSTOMERS AND PRIVATE HIRE

3.1 These T&Cs cover individual customer Bookings. Customers who purchase a private hire package (including corporate, birthdays, and school visits) are subject to the terms and conditions outlined in the specific booking confirmation for their event. In the event there is any inconsistency between these T&Cs and the event booking confirmation, these T&Cs will apply.

3.2 Your contract with us will begin (and will become legally binding) once payment for your Booking has been processed successfully and you receive your booking confirmation email. Charges must be paid in full immediately for a Booking.

4. THE SERVICES AND VENUE

4.1 Supply of Services. The Race Experience with TGR Haas F1® Team will deliver the Services using reasonable care and skill and will use reasonable endeavours to deliver the Services in accordance with this contract.

4.2 Safety. The Customer and all Participants will be responsible for:

- (a) Completing any required induction or training on equipment;
- (b) Following all instructions and requests from staff or signage within the Venue;
- (c) Signing any requested waivers or other documentation associated with an Activity in the Venue's reception before they enter the relevant site;
- (d) Using any safety equipment required by a specific Activity in accordance with instructions or guidance from our staff;
- (e) Operating any equipment or using any Activity in accordance with any instructions provided by our staff; and
- (f) Acting in a considerate, appropriate, and safe manner at all times.

Failure to comply with any part of the T&Cs, any training provided, or any instructions given by staff shall result in any Customer or Participant being removed from an Activity or the Venue as appropriate.

4.3 Accessibility. Customers should provide us with any specific accessibility or information relating to any specific requirements for guests or Participants in relation to the use of the Venue or an Activity as soon as reasonably practicable. In any event this will be no later than 48 hours before the date of any booked Activity wherever possible.

4.4 Non-exclusive use and Parking. Your use of the Venue is non-exclusive and limited only to the designated The Race Experience with TGR Haas F1® Team area. Parking is not



guaranteed and where available is offered on a first-come, first-served basis. All vehicles are parked at the owner's risk.

4.5 Ejections and Security. The Race Experience with TGR Haas F1® Team reserves the right at its sole discretion to refuse admission and to remove persons from the Venue for any reason, including (without limitation) to ensure the safety of you and other persons at the Venue. We may conduct security searches to ensure the safety of persons at the Venue.

4.6 Damage to venue. We reserve the right to charge you for any damage caused to any equipment or part of the Venue caused by any Customer, Participant or anyone else associated with the Booking. This includes associated losses such as loss of profit or loss of bookings.

4.7 Stadium ban. We reserve the right to screen Customers and Participants against our internal fan behaviour records and refuse admission or refuse persons found to have received any disciplinary sanction issued by us or has any conviction relating to behaviour at Coventry Building Society Arena.

4.8 Food & Drink.

(a) Only food and beverages purchased on the premises may be consumed at the Venue.

(b) As a licensed premises, the Venue is required to operate a Challenge 25 policy. We therefore reserve the right to ask anyone purchasing any alcoholic beverage for acceptable and original photographic ID.

5. DISCOUNTS AND PROMOTIONS

5.1 Multiple discounts or promotions cannot be combined on a Booking.

5.2 Gift Vouchers. The Race Experience with TGR Haas F1® Team gift vouchers can only be redeemed in The Race Experience with TGR Haas F1® Team. Credit may be used across multiple Activities and Bookings, and all credit on a gift voucher must be redeemed within 12 months from the date of purchase.

6. CANCELLATION AND REFUNDS



6.1 Requesting changes to the Booking. You can request changes to your booking through your account online, 24 hours prior to your booking – link here:

<https://booking.theraceexperience.co.uk/user/login.php>. Where you request a change to the Booking and this results in an increase to the Charges, the change is confirmed when the increase in payment for your Booking has been processed successfully and you receive your updated Booking confirmation email. Charges must be paid in full immediately.

6.2 Except with the Coventry Building Society Arena's prior approval, Bookings are non-transferable, non-exchangeable and cannot be sold. The Coventry Building Society Arena reserves the right to exercise reasonable discretion in relation to Booking cancellation, rescheduling and refunds.

6.3 Customer Cancellation. Event tickets purchased for the Coventry Building Society Arena are strictly non-refundable. You cannot claim refunds for incorrectly booked tickets or changes of personal circumstance.

6.4 Cancellation by the Coventry Building Society Arena. The Coventry Building Society Arena may suspend or cancel your Booking by giving notice as soon as reasonably possible in writing (including by email) to you including the reasons as set out in clauses 8.6 and 8.7 below. If the Coventry Building Society Arena are no longer able to provide the Services either at all or as planned, we shall endeavour to make alternative arrangements with you for your Booking, including but not limited to changing the date of the Booking. If we are unable to reach an agreement with you (acting reasonably and in good faith) on such alternative arrangement, the Coventry Building Society Arena reserves the right to cancel your Booking and shall refund the full amount paid by you to us as of the date of cancellation. The Coventry Building Society Arena shall have no further liability to you arising from any failure to perform the Services in such circumstances.

6.5 Matches & Special Events may impact your booking. In making this Booking you acknowledge that: (a) the Venue is used for football matches and other special events which may be rescheduled and could impact your Booking; (b) the Coventry Building Society Arena generally has no control over football scheduling; and (c) the Coventry Building Society Arena may need to amend your Booking as a result of such football scheduling or special event.

6.6 Other circumstances outside of the Coventry Building Society Arena's control which may impact your Booking (Force Majeure). If for any reason beyond the reasonable control of the Coventry Building Society Arena (including but not limited to an act of God, explosion, abnormally inclement weather, flood, fire or accident, war or threat of war, terrorist activity or threat of terrorism, sabotage, insurrection, civil disturbance or requisition, regulations, byelaws, prohibitions or measures of any kind on the part of any governmental or local authority, import or export regulations or embargoes, strikes, lockouts or other industrial



actions or trade disputes, power failure) the Coventry Building Society Arena is no longer able to provide the Services either at all or as planned, the Coventry Building Society Arena shall not be liable to you or be deemed to be in breach of the contract.

6.7 On completion or cancellation of this contract for any reason, any provision of the contract that expressly or by implication is intended to come into or continue in force on or after completion or cancellation shall remain in full force and effect and such completion or cancellation shall not affect the rights, remedies or obligations of the parties that accrued up to that time.

7. LIMITATION OF LIABILITY

7.1 Personal Property. Items or personal property coming into the Venue are brought in at the owner's risk. We will endeavour to keep any item stored on behalf on behalf of a Customer or Participant safe and secure but do not accept any responsibility for any loss or damage.

7.2 Our total liability. Unless caused directly by the Coventry Building Society Arena, our total liability to you (in contract, tort (including negligence), misrepresentation, restitution, deliberate fault or otherwise) shall not exceed 100% of the Charges.

7.3 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the services.

8. GENERAL

8.1 Severability. If any part of this contract becomes invalid, the rest will continue in force. Each of the clauses of these T&Cs operates separately. If any court or relevant authority decides that any of them are unlawful or any of the terms becomes impossible to operate or enforce, the remaining clauses will remain in full force and effect.

8.2 Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these T&Cs, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.



8.3 Personal data. The Coventry Building Society Arena will process data in accordance with data protection laws you provide to us in accordance with data protection legislation and our Privacy Policy which can be viewed online at <https://www.coventrybuildingsocietyarena.co.uk/privacy-policy>.

8.4 Nobody else has rights under this contract. This contract is between the Customer and the Coventry Building Society Arena, no one else will have right to enforce any of its terms. You may not sell or assign the benefit of this contract without the Coventry Building Society Arena's consent.

8.5 Jurisdiction and governing laws. These T&Cs will be governed solely by English and Welsh law and the courts of England and Wales shall have exclusive jurisdiction to hear any dispute arising in relation to these Terms.

PRIVACY NOTICE

We do not share the information on this form unless there is an incident that needs to be investigated, or there is another legitimate reason to do so. If we do need to share any information in this form we will restrict this only to those who have a legitimate interest to have access to that information. This may include, with limitation, medical respondents, parents of a child participant, solicitors, insurers or other agencies as the situation may require.