OZ EKARTS REFUND POLICY

Venue: OZ EKARTS – Holden Hill

Location: 51-53 Jacobsen Cre Holden Hill, SA 5088

Refund Policy

At OZ EKARTS Adelaide, our booking policy is designed to ensure fairness and equal opportunities for all participants.

By booking a session online or as a walk-in customer, you agree to our policy terms and conditions.

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1. General Policy

By default, all bookings are non-refundable, non-reschedulable, and non-creditable.

We understand that unexpected circumstances may occur. In such cases (as outlined in Section 3), appropriate evidence must be provided. Management may then choose to refund your booking via the original payment method, issue a credit voucher, or reschedule your booking for a later date.

Credit vouchers are valid for 12 months for the date of issue.

2. Notice Requirements

To request for your booking to be rescheduled or refunded, adequate notice and supporting evidence must be provided as follows:

- Group bookings (12 or more participants): Minimum 14 days' notice.
- Small group bookings (between 6 to 11 participants): Minimum 7 days' notice
- Individual bookings (fewer than 6 participants): Minimum 48 hours' notice.

Please visit our website and submit all rescheduling or refund requests, along with your booking code, through our **Refund Enquiry Form**.

Approved requests will be issued a digital voucher or return payment within 5 business days.

3. Situations Where Refunds or Vouchers May be Issued

At our discretion, a **voucher** or **refund** may be issued if attendance is prevented by one of the following:

Illness or Injury
Including COVID-19 or accidental injury to you or an immediate family member.

Evidence required: *Medical certificate or doctor's note confirming the illness or injury and inability to attend.*

Pre-existing Medical Condition
If a chronic or previously diagnosed medical condition unexpectedly worsens, preventing safe participation.

Evidence required: *Medical certificate confirming the condition and advising against participation.*

Public Transport Failure
Unforeseen disruptions to buses, trains, trams, or ferries.

Evidence required: *Official confirmation from the transport provider.*

Flight Disruption
Cancellations or significant delays unknown at the time of booking.

Evidence required: *Airline/transportation ticket and notification of cancellation or delay.*

Mechanical Breakdown
Vehicle breakdown, accident, fire, or theft within 24 hours of your session.

Evidence required: *Call-out note from a national breakdown service or relevant police/traffic report.*

Home Emergency
Burglary, fire, malicious damage, or flood within 48 hours before your booking.

Evidence required: *Police report, insurance claim, or official fire service report.*

Court Summons or Jury Duty
If you are required to attend court or jury service on the day of your booking.

Evidence required: *Official court or jury summons notice.*

4. Situations Where Refunds or Vouchers Do Not Apply

Refunds or vouchers **will not be issued** under the following circumstances:

- Participants who do not meet minimum height and age requirements or exceed maximum weight requirements.
- Participants with any detectable blood alcohol content (BAC) or under the influence of drugs.
- Participants identified as unsafe or posing a risk to themselves or others.
- Accidents or injuries occur during the race that result in reduced track time.
- Misconduct, harassment, or abusive behaviour toward staff or other participants.
- Change of mind, dissatisfaction, or personal preference.
- Misunderstandings regarding booking details, such as race format or session schedule.
- Late arrival, non-attendance, or failure to participate without sufficient notice.
- Mistaken bookings, or when a booking is no longer wanted or needed.
- When one or more members of your group choose not to attend, causing you to cancel.
- Failure to allow sufficient travel time or arriving late to your session.
- Any false or fraudulent refund claim, including submission of misleading or fabricated documents.

5. Other Considerations

- We do not provide compensation for technical issues, lap timing errors, or minor scheduling delays.
- Your booking time marks the start of your first session; please arrive 30 minutes early to ensure adequate preparation time.

6. Refund Options

- If a refund (instead of a voucher) is requested, it may be considered at managements discretion and is not guaranteed.
- Approved refunds will incur a processing fee of approximately 2%, depending on your payment method.

7. Important Notices

- Any translation of this document is provided for information only. The original English version prevails in all cases.
- All matters related to this policy are governed by Australian law and subject to the jurisdiction of Australian courts.
- Refunds or vouchers are considered by a case-by-case basis and are not guaranteed.
- This document is not an insurance policy. It is an extension of our standard Terms & Conditions, outlining discretionary refund eligibility under defined circumstances.
- OZ EKARTS Adelaide hold the right to make the final decision on all refund or voucher requests. All refunds, credits, or compensations are issued solely at the discretion of OZ EKARTS Adelaide management in accordance with this policy.

8. Definitions

We/Us/Our – OZ EKARTS Adelaide, the booking agent with whom you made your booking.

You/Your – The person who made a booking, whether individually or as part of a group.

Booking – The confirmed and pre-paid service(s) or session(s) reserved with us.

Doctor – A qualified, licensed medical practitioner (not yourself or an immediate family member).

Immediate Family – Your partner, parent, child, sibling, or grandparent (including stepfamily).

Emergency Services – Police, Fire and Rescue, or other authorised emergency response agencies.

Communicable Disease – Any disease capable of being transmitted from an infected person or species that results in movement restrictions or quarantine.

OZ EKARTS