OZ E KARTS TERMS AND CONDITIONS

Venue: OZ E KARTS – Holden Hill
Location: 51-53 Jacobsen Cre Holden Hill, SA 5088

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1. Terms and Conditions of Purchase

Your booking indicates your acceptance of the provided terms and conditions of purchase, regardless of prior conditions during your visits to OZ E KARTS. If you have any enquiries, please reach out to us for clarification before purchasing. Ensure all booking details are accurate during the finalisation of your purchase to prevent any mistakes.

2. Speed Control

Welcome to OZ E KARTS, where safety and skill defines your racing experience. Our go karts feature an advanced Speed Control system that tailors your go kart's speed to match your driving skill and behaviour.

At the beginning of every race, all go karts initiate at a safe, low power setting until each participant finishes their initial lap. Following the completion of the first lap by every driver, our track marshals will signal the transition to maximum speed. However, if any driver exhibits unsafe or disruptive behaviour, we have the capability to remotely adjust their go kart's power.

For adult racers, the top speed of the go karts can reach up to 35km/hr, contingent upon your driving ability. Our track marshals closely monitor individual driving skill and behaviour. Repeated instances of spinning out or crashing may result in speed reduction. Any dangerous or disruptive driving observed may result in immediate removal from the track.

Junior go kart races prioritise safety and skill development. Initially set at a safe speed suitable for all skill levels, individual racers progressively accelerate based on their confidence and ability. The maximum speed for junior go karts is 15km/hr, ensuring a controlled and enjoyable experience for all participants.

Regardless of age, our system ensures that kart speeds align with the collective ability of all drivers on the track. Safety and fair play are our top priorities at OZ E KARTS.

3. Race Time and Duration

Please arrive 30 minutes before your race to complete driver registration and waivers.

Safety briefing and helmet fitting start 10 minutes before your scheduled race time. Races last around 10 minutes, covering warm-up and cool-down laps. A single race booking typically provides around 35-minute total experience, considering arrival and departure times, with potential variations.

4. TRACK GRIP

OZ E KARTS revolutionises the go karting experience in Adelaide through innovation.

Our track features a polished concrete surface with an epoxy coating, providing a unique and lower-grip experience not typically found on standard asphalt tracks. Complemented by high-torque electric motors, this setup ensures an exhilarating driving style marked by controlled oversteer, setting it apart from the standard petrol go karting experience.

This environment encourages dynamic 'drifting' and precise corner control, echoing the refined handling of high-powered rear-wheel-drive vehicles on wet tracks. Experienced drivers skilfully balance controlled slides while maintaining optimal grip, delivering an advanced and engaging challenge.

For those seeking improved lap times, our enthusiastic staff are ready to assist and elevate your racing experience.

5. COVID-19

OZ E KARTS prioritises safety for both staff and customers through several measures:

- Encouraging face masks for staff and customers within the venue. Drivers can remove masks when wearing a balaclava before putting on helmets.
- Rigorous sanitisation of karts between sessions, including steering wheels, seats, and touched surfaces. Each kart has a minimum 10-minute gap between uses (extended when charging is needed).
- Helmets undergo thorough sanitisation after every use, kept separately and returned to circulation after 20 minutes. Customers are encouraged to use their own full-face helmets. Balaclavas are mandatory.
- Availability of hand sanitiser across the venue.

6. COVID-19 Refund Policy

The individual making the booking acknowledges the possibility of being unable to participate in their race for any reason, including those related to COVID. Bookings are non-refundable, non-reschedulable, or non-creditable unless proceeding with the booking would directly breach SA Government Health advice. Refunds to vouchers may be considered at the staff's discretion after a thorough investigation in such cases.

It's important to note that the entire group's booking will not be refunded if one or more members are unable to attend for 'COVID' reasons. Reasons for non-attendance that existed prior to booking or have been persistent for a significant duration before a cancellation request will not be considered when determining the appropriateness of track credit. These reasons include, but are not limited to:

- Significant increases in COVID case numbers (either in Adelaide or elsewhere)
- Government-imposed restrictions or recommendations

- Restrictions on participants, such as the need to self-isolate due to being a close contact, a casual contact, exhibiting COVID symptoms, or awaiting test results.

To facilitate smoother communication and resolution, we strongly encourage purchasers to promptly reach out to us when circumstances arise that may prevent their participation.

7. Race Requirements (Age, Height & Weight)

- Minimum Height: 140cm for Adult Karts, 100cm for Junior Karts
- Maximum Weight: 130kgs for Adult Karts, 50kg for Junior Karts
- Adult karts suitable for ages 12+
- Junior karts designated for ages 6-12 only (Recommended age: 6-9 years)
- Mandatory enclosed footwear
- No loose clothing permitted on the track
- Participants must not be under the influence of alcohol or drugs
- Race registration to be completed before the race briefing
- Drivers must ensure safety for themselves and others
- All drivers are required to wear a full-face helmet meeting Australian motorbike helmet standards and a balaclava
- The person making the booking agrees to the outlined Terms and Conditions on behalf of themselves and other participants within the booking.

8. Go Karting Health Precaution

To ensure your safety, kindly refrain from participating if you have any medical conditions, such as seizures, epilepsy, neck or back weakness, heart conditions, broken bones, nervous disorders, motion sickness, or if you are pregnant. If uncertain about your fitness for racing, consult your doctor for professional advice.

9. Booking Confirmation

Upon completing your booking, OZ E KARTS will promptly send a confirmation email. If you haven't received this confirmation within 24 hours of payment, please reach out to us at info@ozekarts.com.au. Include essential details such as booking date, time, number of sessions, number of drivers, your booking email address, and your booking contact name to expedite the verification and confirmation process.

10. Refund Policy

At OZ E KARTS, our booking policy is designed to ensure fairness and equal opportunities for all participants. Unfortunately, bookings are non-refundable, non-reschedulable, and non-creditable, as they may limit others' chances to participate in the race.

For cancellations, please contact us at info@ozekarts.com.au, including your booking code, and ensure you notify us at least 48 hours prior to the scheduled race. In such cases, we will exert every effort to resell your booking tickets. Upon successful resale, a voucher equivalent to the number of tickets resold will be issued to you. However, if the notice is given less than 48 hours before the scheduled race, we won't be able to issue a voucher.

We appreciate your understanding that your booking may impact others' participation, making it challenging for us to recoup the funds for that specific race. Thank you for your cooperation and adherence to these policies.

This policy applies to various scenarios, including racers who do not meet specific criteria, refuse to comply with COVID safety protocols, exhibit unsafe behaviours, or experience race-related accidents impacting track time, among other factors.

Please note that we cannot provide compensation or refunds for inconveniences caused by technological malfunctions or scheduling delays. Your selected booking time represents the reserved time slot.

This refund policy covers various scenarios, including but not limited to:

- Racers below the height threshold of 140cm, assessed by our staff
- Racers exceeding the weight limit of 130kgs
- Racers not meeting the age criteria for their specific race category
- Racers declining compliance with our COVID-Safety protocols
- Racers found with a non-zero blood alcohol content (BAC) or suspected of drug influence, at staff discretion
- Participants considered by our staff to pose a risk to themselves or others
- Racers involved in a race resulting in injury or reduced track time, irrespective of fault
- Instances of misconduct or harassment towards our staff, deemed unacceptable at the discretion of OZ E KARTS Staff

While we strive to make your time at OZ E KARTS enjoyable, there might be instances of technology or mechanical system malfunctions (such as kart battery charging or lap time displays) or delays caused by various reasons. We regret to inform customers that no compensation or refund will be provided for inconveniences or costs incurred due to these factors. The selected booking time represents the time reserved and does not guarantee the absence of delays.

11. Rescheduling and No-attendance

Rescheduling a booking must be completed no less than 48 hours before the race start time. Any rescheduling requests made after this 48-hour window will incur a 50% fee based on the booking cost. Please note that our booking system permits rescheduling only up to two times.

Failure to attend any session will result in a charge matching the booking amount. For instance, if your booking amount is $35 and you fail to attend a session, a $35 charge will be incurred. This policy applies to ensure the efficient management of our scheduling and resource allocation.

12. Cancellation Policy

OZ E KARTS retains the authority to cancel bookings and provide full refunds at its discretion. Refunds may be initiated due to alterations in government health regulations affecting our operations.

13. Dangerous Driving

We uphold a strict stance against dangerous driving to ensure the safety of all involved—participants, staff, and equipment. Drivers engaging in continuous contact with barriers, other go karts, or displaying hazardous behaviours, as deemed by our staff, risk having their kart slowed down as an initial warning. However, if such behaviour persists, the driver may face removal from the track.

Participants removed from a race due to dangerous driving will not qualify for refunds, rescheduling, credits, or exchanges for the current or future bookings.

14. Risk Warning

Go karting activities carry a substantial risk of physical harm, personal injury, including permanent disability and/or death, arising from the actions, omissions, or negligence of others. Adhere to all signs and participant rules for your safety. Injury or loss may result not only from your actions but also from rule violations. Violating entry conditions or rules may result in OZ E KARTS prohibiting your participation in kart racing and may necessitate your departure from the premises. Participate at your own risk.

15. Participant Liability Acknowledgment

By acknowledging your ability to safely operate a Go kart, you accept responsibility for all associated costs of any damage caused, including but not limited to go karts, safety barriers, helmets, walls, building, equipment, property, or persons. Additionally, a $200 cleaning fee applies if a participant vomits into a helmet.

16. Large Group Booking

OZ E KARTS promotes a seamless booking experience through online prepayment. For corporate or large group reservations, submit your event enquiries on our website at https://ozekarts.com.au/events/ or reach us at events@ozekarts.com.au. For special events with totals over $700, a 50% deposit is required, and the remaining balance must be settled upon your arrival before the commencement of your karting adventure. Please note, no-shows are non-refundable, but we will provide a voucher for the equivalent amount as a goodwill gesture. Anticipate our response within 2 business days, and the voucher is valid for 36 months.

17. Race Registration

New drivers are required to register upon arrival for the race at OZ E KARTS. Prior to your visit, please complete the registration process, which includes signing a liability waiver, by using this link: https://ozekarts.com.au/oz-e-karts-registration/ or scanning the QR code below.

Note that participants under the age of 18 are classified as juniors, and it is mandatory for a guardian to complete their online registration and waiver.