

CATERHAM EXPERIENCES

FACTORY TOURS TERMS AND CONDITIONS V.1.2

PARTICIPANTS

The Caterham Experiences Factory Tour is only available as a pre-booked experience and is not available as a walk-in experience.

On arrival, customers will be asked to show their booking confirmation or a form of identification – please note this is required as all tours are pre-booked.

Due to the site running as an operational facility, all visitors are required to be aged 12 years and over, and babies, children and pets are not permitted. For those who may require a service animal, please contact the Caterham Experiences team. The tour, as represented on the Caterham Experiences Factory Tour Webpage, is a walking tour of the facility and may not be suitable for those who may have difficulty walking or require a wheelchair.

Please email experiences@caterham.com if you have any questions or to discuss booking terms.

SAFETY

The Caterham Experiences Factory Tour takes place in an operational facility and gives access to the factory floor. While we go to extreme lengths to ensure the safety of all those involved, participants are ultimately responsible for their actions and MUST participate in all safety briefings and listen and obey all instructions given by the Caterham Experience Team. Failure to do any of the above will result in ejection from the day or being prevented from participating in the experience without a refund. PPE will be provided where appropriate.

PAYMENT AND REFUNDS

Payment for this experience is required in full. A full refund will be available for bookings cancelled if 30+ days prior to the hire date. Cancellations between 29 days and 15 days ahead of the experience will receive a 50% refund. A refund will not be available at 14 days or less unless in exceptional circumstances.

Caterham may be able to offer an exchange for an alternative date instead of a refund. Alternative dates are only available on tours that have available space, and if the request is provided before the 30-day cut-off as detailed above.

If purchased with an Experiences Gift Card, whether in part or in full, any requested refunds will return to the original Gift Card, and the 12-month redeemable period from the original purchase will remain in effect.

We reserve the right to postpone a Factory Tour Experience due to circumstances beyond our reasonable control, including but not limited to adverse weather conditions which may affect Participants' safety and incidents affecting transport and public safety. Notice will be given as soon as reasonably practicable. In the event a Factory Tour Experience is postponed or cancelled, customers may reschedule their Driving Experience within 12 months of postponement or cancellation by Caterham, subject to availability. If there is no suitable alternative or availability within the next 12 months from the cancellation date, Caterham will offer a full refund. We cannot accept liability for any costs or losses incurred by the Customer or Participant in this instance.

WEATHER

This experience is not weather-dependent.

FINAL INFORMATION

All events and experiences may differ slightly, and while the length of the tour may vary, the start time will always remain the same. This experience does not include food, however, light refreshments will be available on arrival.

Head Office, Factory & Registered Office

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