

KymiRing Track Days and Experiences — Cancellation & Changes Policy

1) How to cancel or change

All cancellations, amendments, and name changes must be requested **in writing** via email (replying to your booking confirmation is fine). Requests are time-stamped when received.

2) Customer cancellation (you can't attend)

A) More than 14 days before the event

- We will offer a **date transfer or KymiRing credit** up to the value paid, **minus an admin fee**.
- **Admin fee: 10% or €20 (whichever is higher)** per booking change/cancellation.
- **Credit validity:** must be **used to book a new date within 6 months** from the cancellation date (the new event date itself can be later).

B) 14 days or less before the event

- **No refund or credit** is issued for late cancellations.
- **Name changes are allowed** in most cases (so you can sell/gift your spot to someone else), provided eligibility requirements are met.

C) If the event is sold out

- If you cancel within 14 days and we can successfully fill your place from reserves/waitlist, we may issue **credit minus the admin fee**. If we cannot replace the spot, no credit applies.

3) Add-ons (coaching / garage / lunch / extra driver-rider / passenger)

- Add-ons follow the **same cancellation window as the main Track Day booking**.
- If the Track Day is transferred using credit, add-ons can be transferred **subject to availability** (e.g., garages/coaching may sell out).

4) No-show / late arrival

- If you do not attend (or arrive too late to safely participate), the booking is treated as a **no-show** and **no refund/credit** is provided.

5) Vehicle / eligibility issues (no refund)

Track days are mechanically and safety dependent. **No refund or credit** is given if participation is reduced or prevented due to:

- Vehicle failing noise checks / being excluded for noise
- Vehicle mechanical issues
- Participant not meeting requirements (e.g., missing licence/gear)

6) If KymiRing cancels or changes the event

A) Cancellation due to safety / force majeure

(e.g., extreme weather, incidents, or other events beyond our control)

- We will aim to notify participants as early as practical, but **cannot guarantee** this will be before the event day.
- If the Track Day is cancelled in full, we will offer **credit to the value paid**, to be used against a future Track Day within **12 months**.
- We do not reimburse third-party costs (travel, accommodation, etc.).

B) Cancellation for reasons within our control

- You will be offered a **choice of refund, transfer, or full credit**.

C) Format/timetable changes

- We may adjust format and/or timetable if required and will communicate changes as soon as possible.