

Terms and Conditions

Our Commitment

Dynamic Drivers is committed to ensuring that all its customers enjoy Driving Experiences of the highest quality, which are safe, exciting and value for money. Whether a novice or experienced driver, we want you to feel welcome at our venues and to enjoy expert tuition from licenced instructors in the specialist vehicles and pleasant surroundings. We know how much our customers look forward to their Driving Experiences, and our terms of business have been carefully written to ensure that there are no misunderstandings which could detract from your enjoyment. Please take the time to read them and remember, our Team will be happy to talk to you on 01934 830303 if you would like more information.

Your Commitment

Once you have made your purchase, we reserve your car, instructor and circuit time. If you then choose to cancel, you will be in breach of contract and we reserve the right to retain all monies paid.

If it becomes necessary for us to make a change to the vehicles used, the activity location or the course details, we will use our best efforts to contact you to advise you of any change and may offer you an alternative activity of an equivalent value or a refund.

We ask that you arrive early and book in for your activity at least 30 minutes before the scheduled start time. We cannot permit anyone to participate in an Experience without attending the preceding drivers' briefing, so it is essential that you arrive on time. No alcohol can be consumed prior to the Experiences and we reserve the right to refuse an activity to persons we suspect to be under the influence of alcohol and/or drugs

Where an Experience requires the wearing of a crash helmet, this is mandatory and there are no exceptions. To ensure safety, it is a condition of admission to our venue, that no animals are allowed on this site and any person found in breach of this condition will be asked to leave.

Changes of Plan

If the nominated driver is unable to attend and you wish to send a replacement driver to take the reserved Driving Experience, we can accept substitutes up to the time of signing on, provided we have written authorisation from either the Purchaser or the original driver, and the nominated substitute complies with all necessary criteria.

Driving Licence's

All drivers must hold a full and current driving licence to take part in any Experiences. Drivers must produce their actual driving licence when signing on for their course. Provisional licences or photocopies are not acceptable.

Voucher Validity

A Dynamic Drivers Gift Voucher is a great way of treating someone special to a Driving Experience of a life time. You can either select a date at time of purchase or leave it open for the lucky driver to choose. All vouchers are valid for 12 months, and the Experience date must be booked within 9 months from the date of purchase.

Payment

Full payment must be made upon booking a Driving Experience either by cheque or postal order made payable to Dynamic-Drivers. Payment by cheque must be received at least seven working days before the Experience and post dated cheque are not acceptable.

Delivery

All Gift Voucher Packs are despatched via Royal Mail postal service. In our experience the Royal Mail is extremely reliable and you should receive your Gift Voucher Pack within 10 days of ordering, but in the rare instance that a Gift Voucher goes astray please call our Team and we will make alternative arrangements. If you require guaranteed delivery on a specific date we can send your Gift Pack by Royal Mail Special Delivery subject to an additional cost. All Royal Mail services apply on UK mainland addresses only.

Description

Where the duration of an Experience is mentioned in our brochure, by our team or our agents, this is an approximate time and is given as a guide only. Unless specifically stated otherwise you will normally take your Driving Experience with other participants and there will be some waiting time involved.

The very nature of our Driving Experiences means that some personal risk may be involved in taking part in the activities we offer and you should be aware of this when ordering. We require the driver's signature on a registration form before participation is allowed. Please note that some medical conditions preclude certain drivers from taking part. For further details please speak to one of our Team. Dynamic Drivers have third party and public liability insurance cover for their activities.

Finally, The Weather

All our Driving Experiences are offered subject to availability of dates, vehicles, facilities and of course, the weather, and there can be no guarantee that a particular date will not be withdrawn due to extreme adverse weather conditions. If we are unable to run your Driving Experience due to extreme adverse weather conditions or other events beyond our control, we will let you know with as much notice as possible. In such circumstances you will be able to rebook your Driving Experience.

Notice

Calls in to Dynamic Drivers may be monitored for quality assurance and staff development purposes. Research may be carried out by letter, telephone or any other reasonable method of communication. We reserve the right to make changes to the advertised prices, but this will, of course, not affect you if you have already booked and paid for an activity