



IMPORTANT – PLEASE READ UPON RECEIPT

(You do not need to print or bring this information with you)

Dear Student:

Thank you and welcome to The Racing Experience! You can look forward to having an amazing day and the experience of a lifetime, so please let us know if there is anything we can do to assist you. Please take the time to go over the enclosed materials carefully.

There are five important policy matters that we want to make sure you understand:

1. The Racing Experience's cars are real racecars with manual transmissions and a window opening that you will need to pass through. If you feel you may need assistance, just let us know.
2. We're here to help make sure that your experience with us is the best it can be. If you ever need to change a booked experience, please contact us as soon as possible to help us manage our schedule effectively. Depending on how much notice is given determines the cost associated with rescheduling. You can find all the details about rescheduling fees in our terms and conditions and the FAQs at the end of this packet. **NO REFUNDS FOR ANY REASON**
3. If you fail to arrive at the track at your assigned time you will forfeit your class and any monies paid.
4. As you will see, at The Racing Experience, the student is given a great deal of freedom on the track. To help ensure that this freedom is used properly and to keep our prices low, if a student causes an accident, The Racing Experience requires him/her to bear some of the financial responsibility for repairs. You will find the full details, as well as information on our Vehicle Protection Plan, in this packet.
5. The Racing Experience crew is happy to work through any challenges you may encounter at the track. If we can do anything to make your day even more special, just let us know.

If you have any questions or concerns about the above policies, please contact our office immediately.

On behalf of everyone at The Racing Experience, thank you again! We look forward to sharing the experience of a lifetime with you!

See you at the track,

YOUR pit crew at The Racing Experience

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HOW TO GET THE MOST OUT OF YOUR DAY WITH THE RACING EXPERIENCE

We want you to have fun and learn as much as possible at your Racing Experience class. The first step is for you to read this information before you arrive.

If you feel that anything is unclear, or if you have questions of any kind, please bring your concerns to the attention of your instructor at the Drivers Meeting.

Rescheduling

Please note that due to our traveling schedule, we have limited availability at each location. We understand that sometimes unforeseen circumstances may arise, and you may need to reschedule your event. If you do need to reschedule, the rescheduling fees will apply:

- 30 or more days advance notice incurs a \$50 nonrefundable fee per booking
- Under 30 days notice to reschedule incurs a \$100 nonrefundable fee per booking
- No-call, no-show incurs a reinstatement fee of 75% of the lap package price

If medical issues prevent the participant from participating in the racing experience, rescheduling fees can be waived upon the presentation of valid medical documentation stating the participant cannot drive/participate on the scheduled date.

(If opting to reschedule out of a regularly scheduled event, there is no guarantee our soonest availability will work for you, and no refunds will be provided in the event we do not return to your preferred location, you will have 12 months to reschedule before incurring reinstatement fees)

Inclement Weather

We use our best efforts to conduct each class as scheduled. However, if rain or any other inclement weather causes unsafe conditions, this can lead to delays and/or the need to reschedule a class. The Racing Experience shall be the sole judge of whether the class needs to be delayed or rescheduled. In the event of inclement weather, it will be the participant's responsibility to contact us for the status of their event. For updates, please contact your event coordinator. Our event coordinators will provide updates via voicemail but again, it will be the participant's responsibility to report to the track at the scheduled time regardless of apparent or predicted weather conditions. The Racing Experience will not refund costs for travel or accommodation in the event of a cancellation or cancellation due to inclement weather. ***There are no refunds for cancellations due to inclement weather.**No exceptions***

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General

Dress comfortably according to the season and predicted temperature. The cars and fire suits will be warm; in the summer, plan to wear light clothing such as shorts and a T-shirt under your fire suit. It may be chilly or windy during the day; you may wish to bring a light jacket to wear over your driving suit while waiting.

VERY IMPORTANT: Please stay hydrated on the day before and the day of your event, especially when the weather is very warm.

The shoes you wear should allow you to feel the pedals through the sole. A tennis shoe or equivalent usually works best. Please don't wear shoes that could be damaged by dirt, oil, or scratches. Avoid shoes with soles that are significantly wider than your foot because they could cause you to press two pedals at once inadvertently. Boots are not allowed. Shoelaces may be taped with duct tape by our crew if they are too long. Shoes that do not cover your entire foot (such as sandals) are not permitted. Socks must be worn so that your ankles are covered.

It's not necessary to arrive any earlier than the time we've told you (30 minutes prior to your class time). When you arrive, check-in will start promptly 30 minutes before your class begins, in which we go over all of the options you can add on as a group, and then we will review with you individually all of your pre-purchased items and add on any options extras available on the day of. Once you're checked in and ready to go, don't leave the area. Barring circumstances beyond our control, your Drivers Meeting will start on time. If all students are present, the meeting may start a few minutes early. Please turn off cell phones during the meeting. Sorry, the meeting is for drivers only. Your family and friends can use the time to watch other classes on the track, plan their video and photo shots, or even go for a racecar ride. Your Drivers Meeting will last 30-45 minutes. The entire day will last about 2 – 3 hours (for larger packages, please allow additional time).



Your Day at the Racetrack

Registration

First, you'll check in at the registration trailer on pit road which will start promptly 30 minutes before your class time. You'll fill out your registration form (if you haven't already) and have a chance to purchase a Ride-Along with a Pro, Vehicle Protection Plan, Additional Laps, Car Upgrades, Photo Plaque and an In-Car Video, if not already included in your driving package.

Driver Orientation

Once all the guests have arrived and registered, driver orientation begins. A racing school instructor covers the flags used, how to enter and exit the track, finding your line, passing, and more. By the end of this session, you have everything you need to begin a safe driving experience.

Driver Orientation Recap

Now that you are familiar with the proper driving lines and controls of the racecar, the instructor will recap all of the safety features of the racecar. Finally, they will then answer any questions you may still have. Remember, there is no such thing as a stupid question. We want to make sure you are entirely comfortable with all of the information you have learned.

Suiting Up

After registering, you're off to fitting, where you will suit up in a fire-retardant racing suit over your clothes. You're also fitted with a properly sized full-face Bell or Simpson helmet.

Ride-Along with a Pro (OPTIONAL & highly recommended)

We recommend going for a Ride-Along with a Pro before getting behind the wheel yourself. It is an additional 3 laps with a pro before you drive your own laps. It will not only help you get comfortable in a racecar, but you'll have a better understanding of how the car operates and handles, get a feeling for the racing line while at speed, and see firsthand how fast the car can go on the straightaways and especially in the corners. After a Ride-Along, we find that students feel more comfortable and up to speed. You'll already be ready for it!

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Climbing Into the Driver's Seat

Once your racecar is ready and your gear properly adjusted, it's time to climb into the driver's seat. After a few pit-side photo shots by our on-staff photographer - who will have the photos available for purchase after you're done - our staff gets you strapped into a vehicle capable of 155 miles per hour (actual top speeds will vary by track type). You'll get earpieces to slip under your helmet so that you can hear your instructor while you're on track. We ensure you're comfortable and correctly restrained in a 5-point harness, and then you're ready to race!

Racing the Track

Using an in-car radio, the instructor guides you out onto the track. They'll work with you and the other students on accelerating, braking, passing, and finding your fastest line. With your loved ones on the sidelines watching you experience the thrill of a heart-pumping, white-knuckle race car drive, you focus on the track ahead while the roar of the engine drowns out every other thought. When you finally step out of the racecar to the cheers of your family, you feel like a kid again, and nothing can ever erase that memory. Your dreams have been fulfilled, one lap at a time!

After Your Experience

When the checkered flag waves, it's back into the pits and out of your safety gear. Now you can stop by the trailer to purchase photos of your racing experience shot by our track photographer. We also have The Racing Experience merchandise available to purchase. The best thing you'll take away with you, though, is the memory of your once-in-a-lifetime adventure...unless that is, you want to come back and do it all again.

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VEHICLE PROTECTION PLAN

(also known as VPP)

It is mandatory that you read and thoroughly understand our racecar damage policy.

We offer a racecar VPP on the racecar for your racing experience. As you will see, at The Racing Experience, the student is given a great deal of freedom on the track. To help ensure that this freedom is used properly and to keep our prices low, if a student causes an accident, The Racing Experience requires him/her to bear some of the financial responsibility for repairs. Due to the quality and safety built into the racecars and the experience of our instructors, damage is rare. It is IMPERATIVE that you listen to your instructor and follow their direction, as damage to the car becomes increasingly more probable if you do not listen carefully and follow their procedures.

The fee for the VPP for the experience is **\$60 for late-model tracks and \$75 for Speedways**. You may purchase this VPP at any time before your class begins. It limits your financial responsibility for damage to the racecar to \$1,000. If you make a mistake and hit the wall, another car, spin out, etc., our staff will investigate and make a determination on-site as to whether or not you were at fault for the accident. If the staff determines the accident to be your fault, your experience will end immediately and you will be responsible for damage to the racecar, up to \$1,000 **on-site**, and *all remaining laps will be forfeited without a refund.*

Please be aware that while purchasing the VPP is not mandatory, without it, **you will be responsible for any damage to the racecar up to \$15,000 on-site!!! Your own personal auto insurance policy will not cover you as the race car is a non-registered, non-titled vehicle.** To purchase the VPP ahead of time, please call us at the number below. If you are unsure whether your package already includes the VPP, please check your confirmation email. If it does not state "Vehicle Protection Plan: YES" after your package name, you do not have this coverage included!

Please note that prices are subject to change without notice.

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VIDEO PACKAGE

For \$59 you can have a memorable video of your driving experience. Your video will be captured using a GoPro camera and you will be provided with a Micro SD card and adapter. This is a single-view roof-mounted video showing your driving experience, just like you see every weekend watching NASCAR.

Can I use my own GoPro? NO

Due to insurance regulations, you cannot bring your own recording equipment into the vehicle. All recording systems must be provided by The Racing Experience.

We will have a laptop station set up for you to check your video after your race exp.

YOU MUST CHECK IT BEFORE YOU LEAVE THE TRACK.

If the video did not record properly then you will be refunded right there at the track. **ONCE YOU LEAVE THE TRACK ALL VIDEO SALES ARE FINAL & NO REFUNDS WILL BE ISSUED.** *We make every effort to ensure that the video equipment works properly, but filming in the racecar can be a very difficult environment, and equipment sometimes fails. If there are any problems, The Racing Experience's sole responsibility will be to refund any money paid for the video. You will NOT be "comped" an entire experience should your video fail.*

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PHOTO PLAQUES AVAILABLE

As if the memories aren't enough, The Racing Experience is happy to offer a photo plaque for \$59 after your racing experience.

Photos are taken of all drivers while with their racecar, with full helmet and fire suit, prior to going out on track. The photos are printed in our trailer while you're driving and will be available shortly after your racing experience is completed.

Media Policy

You must take your photo and video home before you leave the event or they will be forfeited without a refund. You may call our offices to check to see if they are still available, but we are a national traveling company and locating your forgotten items is not guaranteed.

If you purchase the "Video" option for your racing experience, you are responsible for verifying that your video is recorded properly at our laptop station prior to leaving the track. If there is an issue with your video, you must bring it to the attention of an employee so that we know about the issue and can take appropriate measures to repair the issue/compensate or refund at the track. ONCE YOU LEAVE THE TRACK WITH YOUR SD CARD, ALL SALES ARE FINAL AND NO REFUND WILL BE ISSUED FOR THE VIDEO.

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ANSWERS TO SOME OF YOUR QUESTIONS

***Do I need any race experience?**

No. Just the need for speed and the desire to drive a REAL NASCAR racecar.

***Are they real racecars?**

You bet! They've all been raced in competition.

***How FAST will I go?**

Real Fast! Every student and track is different, but we encourage you to drive cars near race speeds.

***Do I have to follow a pace car?**

NO!! We are one of the only driving experiences that **do not** require you to follow a pace car.

***Do I need to bring anything?**

Please bring your valid driver's license and then we provide everything else! You should dress comfortably in a T-shirt that will fit under the driving suit and sneakers. **(NO BOOTS OR OPEN TOE SHOES)** Friends and family, cameras, and video cameras are encouraged. Sunglasses are recommended.

***Do I need a reservation?**

Yes, tickets are scheduled in advance.

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***How old do I have to be?**

You must be 18 years old and have a valid driving license to drive and passengers for ride-alongs must be 14 years old or older.

***Do you offer photography or video?**

Yes, we typically offer in-car videos and professional photography to remember your day at the track. There is an additional charge for these options.

***What if it rains?**

- The Racing Experience reserves the right to cancel any event due to inclement weather.
- Cancellations may be announced anywhere from 1 hour to 72 hours prior to the start of the event.
- Participants will be notified as soon as the event is canceled by email and/or phone using the contact information on file.
- While we will make every attempt to notify you about a cancellation, the final responsibility will fall on the customer to contact us & find out about the event status.
- If it is necessary to cancel an event due to safety concerns caused by inclement weather, we will offer an alternative date within 12 months from the date of your event within 100 miles of your booked location. If this new availability does not work for you, your tickets are fully sellable or transferable. No refunds will be given under any circumstances.

Since we are a traveling company, a makeup date will be determined based on availability between the track and our schedule and can be made for any time in the following 12 months.



***What if I wreck?**

You are responsible for your health insurance. A Vehicle Protection Plan is available for \$60 for Late Model tracks and \$75 for Speedways tracks for damage to the racecar, subject to a \$1,000 deductible. Due to the quality of the training and cars, damage is rare. Without VPP, you will be responsible for any damage to the racecar up to \$15,000 on-site!!! Your own personal auto insurance policy will not cover you as the race car is a non-registered, non-titled vehicle.

***What if I can't make it?**

Please note that due to our traveling schedule, we have limited availability at each location. We understand that sometimes unforeseen circumstances may arise, and you may need to reschedule your event. If you do need to reschedule the rescheduling fees will apply:

- 30 or more days advance notice incurs a \$50 nonrefundable fee per booking
- Under 30 days notice to reschedule incurs a \$100 nonrefundable fee per booking
- No-call, no-show incurs a reinstatement fee of 75% of the lap price paid

In case of any medical issues preventing the participant from taking part in the racing experience, rescheduling fees can be waived upon presenting valid medical documentation. Please call 401-543-FAST (3278) within 48 hours of booking if you notice a scheduling error to avoid rescheduling fees or to pay any applicable rescheduling fees.

Please be advised that if your experience remains unused for more than 12 months after purchase, a \$50 fee will be charged for each year that has elapsed since the expiration date.

We appreciate your understanding that these fees are necessary to ensure that our program continues to operate smoothly and efficiently for all our customers.

NO REFUNDS FOR ANY REASON. Prices are subject to change without notice.

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