

## **Dementia Support Goodwood Track Day - FAQ's**

### **What payment methods do you accept?**

We accept all major credit and debit cards. All transactions are secure. If you would like to pay via bank transfer please contact us directly. Payments can be made on our website at:

<https://www.dementiasupport.org.uk/dementia-support-events/goodwood-track-day>

### **If I am no longer able to attend, can I get a refund?**

Under the Consumer Contracts Regulations 2013, for most services bought online you have a legal right to change your mind within 14 days from the day we email you to confirm your order and receive a refund.

If we are not at fault (see full T&Cs), and the 14 day cancellation period has elapsed then unfortunately we are not able to offer a refund. This includes if you realise you are unable to attend, or decide you no longer wish to attend. We can't offer any refunds if your event is going ahead on the date originally planned.

You are welcome to transfer your ticket to someone of your choosing- please contact us in this instance to let us know who will be attending and so we can ensure we have all the required details.

### **What is required to participate in our Dementia Support track day at Goodwood?**

- You must hold a full UK drivers licence and present original copy on the day before being allowed on track - WE DO NOT ACCEPT JUNIOR DRIVERS
- You must not be under the influence of alcohol or drugs.
- You must not have a medical condition or be on any medication that effects your ability to drive or that can cause sudden symptoms.
- You must have your legs fully covered, wear enclosed shoes, and if in an open top vehicle have your arms fully covered.
- You must attend the driver safety briefing at the specified time.
- You must wear a helmet anytime you are in a vehicle. If you do not have a helmet Goodwood can provide one. Cars without a windscreen wear a helmet that covers the whole face.

Failure to adhere to any of the above will result in you being declined access to the track.

### **What happens on the day?**

- You will always receive a full itinerary before the event date, however as a general rule the gate will open at 08:00. From there, you head to the sign in desk and then get your car tested for the noise limit level.
- There is then a mandatory safety briefing at 08:30 before heading out onto track at 09:00.
- At 12:30 the track will close.
- The briefing for the afternoon session will commence at 1pm with the track opening at 13.30pm and at 17:00, the event draws to a close.

**What is the minimum age for drivers and passengers?**

- Drivers - You must be over the age of 18 and have a full UK drivers licence. We do not accept junior drivers.
- Passengers – You must be over the age of 14 and have a parent or legal guardian in attendance if under the age of 18.

**What vehicles are usually on your track days?**

Our track day consists of many different types of cars from modern sports cars to 4x4's, saloons and classic cars.

**Can I bring a motorbike to your track day?**

Unfortunately, for safety reasons, we cannot have motorbikes on the track during our track day.

**Do you provide the vehicles for your track day?**

We do not provide vehicles for our track day, so you must bring your own car otherwise you might be disappointed.

**Are your events suitable if I have never done a track day?**

If you are new to track days do not worry – we are here to help! In the driver briefing you will be made aware of how to stay safe on track and be given tips on how to drive at your best. Goodwood Motor Circuit can provide tuition.

**What about clothing - Do I need racing overalls?**

Racing overalls are not required although you might be more comfortable wearing one. In all cars your legs must be fully covered, and suitable footwear worn - no heels or flip flops! Open top cars require arms to be fully covered. Helmets are required in all vehicles but if you do not have your own Goodwood can provide one.

**What does "noise limit" mean?**

Goodwood is located near to business and residential areas. To ensure that the circuit is being kind to neighbours, certain tracks have a noise limit. This is known as a Decibel (dB) reading and our track day has the highest dB, 105.

All cars are subject to scrutineering before being allowed on track. If you know your car is excessively loud you may want to source a silencer to avoid disappointment as readings over the noise limit will not be allowed on track.