

Shaun Muir Racing Ltd BMW Motorrad WorldSBK VIP Club

Distance Selling Terms & Conditions

We, Shaun Muir Racing Ltd of, Victoria Court, Rectory Lane, Guisborough, TS14 7GA (“the Supplier/We”), offer to supply goods and/or services to the Consumer (“You/Your”) under the principles of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

A contract is considered to be a ‘distance contract’ where contact between the Supplier and You makes exclusive use of one or more means of distance communication up to and including the moment at which the contract is concluded.

The sales agreement becomes valid once the payment has been made online and the customer views the Order Confirmation Page. As a recap of the order, the customer will receive a Confirmation Order e-mail sent to the e-mail address he/she provided. The Order Confirmation e-mail is for informational purposes only.

This is in addition to your other statutory rights.

It is the Supplier’s responsibility to supply you with goods that meet your consumer rights and to carry out services with reasonable care and skills.

As the Supplier, prior to the conclusion of the contract, We will provide You with:

- The full company name, postal address and contact details
- The total price of the goods and/or services including all taxes
- The main characteristics of the goods and/or services
- The arrangements for payment – secure payment via Stripe payment services
- Email Confirmation containing unique reservation reference
- Collection of your VIP Packages (email confirmation 7 days prior the event)
- Any additional costs for using a specific means of distance communication
- The period for which the offer or price remains valid
- Where appropriate, the minimum duration of the contract, in the case of contracts for the supply of goods or services to be performed permanently or recurrently, or the fixed duration of the contract

Upon the completion of the reservation process, the Customer will receive an e-mail confirmation and reservation details.

Pricing Errors - while we try to ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of any Product you have ordered, We will inform you as soon as possible

All VIP Package sales are final and non-refundable. We will endeavour to help re-allocate your packages in the event of changes by you, however this is a gesture, not binding. You can contact us to request this at:

Shaun Muir Racing Ltd, Victoria Court, Rectory Lane, Guisborough, TS 14 7GA

vipclub@smr.uk.com

Complaints-handling policy

Shaun Muir Racing Ltd and the VIP Club strives to deliver an excellent customer service and is fully committed to our customers needs and requirements.

However, on the rare occasion something goes wrong, we want to try and resolve the situation. So, if you have a complaint, please get in touch with our events manager:

Shaun Muir Racing Ltd, Victoria Court, Rectory Lane, Guisborough, TS14 7GA

vipclub@smr.uk.com

Our events manager will acknowledge your complaint within 48 hours and will aim to get you a full response within 5 working days. We will ensure that you receive a final response no less than 4 weeks after making your formal complaint.

We want to accommodate the needs of all our customers so please let us know if there is anything, we can do to adapt the way we communicate with you.

WSBK Paddock and VIP Hospitality Policy

BMW Motorrad WSBK VIP Club Passes are strictly personal and non-transferable. They must be worn at all times and in a visible manner.

WorldSBK Gold Paddock Pass holder acknowledges that his/her presence in the different areas of the WorldSBK Paddock or BMW Motorrad VIP Club can be registered and could be reproduced and/or broadcasted worldwide, for any and all purposes, including commercial and promotional uses.

As well the WorldSBK Paddock Pass holder acknowledges that motorsport can be dangerous, releasing DWO/BMW Motorrad WSBK Team and any of its affiliated companies from any liability arising from his/her presence at the circuit.

Different wristbands are supplied for each day, please note that it is obligatory to wear the paddock pass together with the wristband to gain access to the BMW Motorrad WSBK VIP CLUB.

Timetable and access maps are in the Welcome Pack which will be available along with the passes.

Smart casual attire is recommended

In using the Hospitality Area, the client shall follow organisers instructions at any given moment and all the time.

Guests must wear their assigned pass at all times.

Lost or unused passes will not be refunded.

Force Majeure

Failure to Perform

Shaun Muir Racing Ltd shall not be liable to the customer for any failure to perform any obligation under this Agreement arising from any cause or causes beyond Shaun Muir

Racing Ltd reasonable control. This includes, but is not limited to, any Act of God, terrorism, war, political insurgence, insurrection, riot, civil unrest, act of civil or military authority, uprising, strike, epidemic, earthquake, extreme weather, flood or any other natural or man-made eventuality outside of our control, which causes the termination of an agreement or contract entered into, nor which could have been reasonably foreseen.

If affected by such event, Shaun Muir Racing Ltd shall use all reasonable endeavours to comply with the terms and conditions of any Agreement contained herein.

Sport Season Calendar Modification

Shaun Muir Racing Ltd is not responsible for any modification of a sport season's calendar. Shaun Muir Racing Ltd (VIP Club) promotes and sells tickets for specific events, and not dates. Therefore, if the event organization or governing body decides, for any reason, to change the date of an event, Shaun Muir Racing Ltd cannot be held responsible and is not obliged to inform clients, however will do utmost to reach out to them.