



IAM RoadSmart Skills Days 2024

Terms and Conditions

Please read these terms and conditions carefully before booking any of our Skills Days. You should understand that by booking a Skills Day, you agree to be bound by these terms and conditions

1.1 These terms and conditions are applicable to: Car Skills Day and Motorcycle Skills Day

2.1 Event requirements

By booking a Skills Day with IAM RoadSmart, you confirm the following:

You will be responsible for making your own arrangements for any travel, subsistence and accommodation required for attending a Skills Day.

2.2 Event booking

2.2.1 The price of any of our events will be as quoted in our collateral and on our website.

2.2.2 Skills Days must be booked online. Due to the popular demand spaces are offered on a 'first-come, first-served' basis.

2.2.3 Each person is allowed to book one ticket for a specific event. If you wish to attend more than one event, you will have to book each event ticket separately.

2.2.4 At the time of booking, you will be asked for your personal information: full name, postal code, email address, telephone number, membership number (if applicable), and emergency contact details. Your data will be collected and stored in accordance with our privacy policy.

2.2.5 At the time of booking, each attendee must agree to the terms and conditions, joining instructions and declarations.

2.2.6 You must pay for your booking of a Skills Day in full at the time of booking. We only accept payments with a debit or credit card online.

2.2.7 If the payment is successful, within 24 hours of making the payment you will receive the ticket and an order confirmation by email.

2.2.8 You will receive joining instructions at the time of booking and via email 10 calendar days before the event date. If you have not received the joining instructions 7 calendar days before the event date, please contact us. Prior to contacting us, please ensure you have checked your email inbox as well as your spam and junk mail, just in case the joining instructions have been delivered to these inboxes by your email client.

2.3 Reservations and waiting lists

2.3.1 We cannot reserve any spaces to be confirmed and paid for at a later time/date – if you wish to attend, you must book and pay in full for the chosen event at the time of booking.

2.3.2 If the event you wish to book is sold out, we offer an option to be put on a waiting list and be informed via email when a space becomes available. The spaces will become available on a 'first-come first-served' basis.



3.1 Changes, cancellations and refunds

3.1.1 If you wish to attend a different event to the one you originally booked (e.g. on a different date, or for a different vehicle), you will need to ask for a refund (at least 28 calendar days before the event date) and book a ticket onto a new event if space is available.

3.1.2 You are entitled to a full refund of your booking payment if you cancel your booking at least 28 calendar days before the event date. IAM RoadSmart will not issue any refunds for cancellations made less than 28 calendar days before the event. We will usually refund your booking payment using the same method originally used by you to pay for the booking. Refund requests must be made via email to support@iam.org.uk.

3.1.3 In case of cancellation of the event by IAM RoadSmart or the venue due to circumstances outside our control, IAM RoadSmart shall have no liability for losses or costs which you may incur due to such cancellation, but we shall refund your booking payment in full.

3.1.4 In case of cancellation of the event by IAM RoadSmart or the venue we will endeavour to contact you using the email address that you have provided and we will keep evidence of the cancellation notice sent to you. We shall not be liable to you where the email does not arrive and therefore cannot guarantee that you will be informed of such cancellation before the date of the event. It is your responsibility to provide a valid email address at the time of booking and to provide us with an alternative email address if your email address changes at any point before the date of the event.

3.1.5 Your purchase is not refundable if your car or motorcycle is deemed unfit to go on the circuit.

3.1.6 Transferring tickets to another person is not allowed.

4.1 Contact details

4.1.1 Questions, comments and feedback about Skills Days or these terms and conditions must be sent by email to: support@iam.org.uk.