

REFUND POLICY – KARTING GENK

At Karting Genk, we strive to offer every participant an optimal sporting experience. At the same time, it is important that registrations are managed correctly and that both participants and the organization are clear about the applicable conditions. The refund policy below describes the rules that apply to each type of event with regard to cancellation, rescheduling, and refunds.

Champions Sprint Cup

The Champions Sprint Cup is an event with a **fixed schedule** and **limited places**. **Refunds are not possible** under any circumstances.

Up to **72 hours** before the start, the registration can be **converted** into **credit** in the digital wallet.

Cancellations within 72 hours before the event will result in the **loss** of the **reservation**, without refund or further adjustments.

100 Miles Races & Endurance Races

For endurance events, including the **100 Miles Endurance Race**, the **same conditions** apply as for the **Champions Sprint Cup**.

Due to the intensive preparation, limited number of starting places, and logistical complexity of these races, **no refunds** are possible, regardless of the circumstances.

However, if necessary, a registration can be **converted** into a **credit** on the digital wallet.

Cancellations **within 72 hours** of the event will result in the **loss of the reservation**, without refund or further adjustments.

Endurance Races 4, 6 & 10 hours

Cancellations **within 2 weeks** prior to the event will result in **loss of the reservation**, without refund or further adjustments.

Endurance Races 24 hours

No refund possible

Kart After Work / Superday

More flexible **conditions** apply to Kart After Work and Superday sessions.

Refunds are only possible in the form of **credit** added to the digital wallet, which can be used **later** for **bookings** at Karting Genk.

Up to **24 hours before** the start, the registration can be converted into **credit** in the digital wallet.

Furthermore, a refund in the form of credit is only possible if the session has a **maximum** of **40 participants**. If there are **more** than **40 participants**, **no refund** is possible in order to guarantee a place.

Cancellations within 24 hours before the session will result in the **loss** of the **reservation**, without refund or further adjustments.

Clubhouse Races

Simpler cancellation rules apply to Clubhouse races:

- If a participant cancels at least **48 hours in advance**, a **refund** will be granted. The refund will be made via the digital wallet.
 - If cancellation occurs **less** than **48 hours** in advance, it is **no** longer possible to receive a **refund**, regardless of the reason for cancellation. This is because the organizational preparations, staff planning, and reservation management have already been set in motion.
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Fun-sessions

For fun sessions, participants still enjoy a high degree of flexibility, but there are a few clear **conditions** that apply.

Refunds are only possible in the form of **credit** that is added to the digital wallet and can be used **later** for **future bookings** at Karting Genk.

Up to **24 hours** before the start, the registration can be converted into **credit** in the digital wallet.

Furthermore, a **refund** in the form of **credit** is only possible if the session has a **maximum** of **15 participants**. If there are **more** than 15 participants, **no refund** is possible in order to guarantee a place.

Cancellations within **24 hours** of the session will result in the **loss** of the **reservation**, without refund or further adjustments.

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Adult Race School

The Adult Race School has a strict **no-refund** policy.

Given the intensive schedule, the preparation required by the instruction team, and the limited number of places, no form of refund is possible. It is therefore important that participants carefully consider their availability before registering.

Kids Race School

If you cancel at least **48 hours** before the start, the amount paid will be **converted** into **credit** in your digital wallet.

Cancellation **within 48 hours** of the event will result in the **loss** of the **reservation**, without refund or further compensation.

Day Tickets (standard)

A **no-refund** policy applies to **day tickets**.

A day ticket can be converted into credit on the digital wallet. This is on condition that the request is made at least **24 hours** before the start of the event.

Within 24 hours before the event, the reservation expires completely, without refund.

Day Tickets (races)

Limited refund conditions apply to day tickets for matches.

Refunds are only possible in the form of **credit** added to your **digital wallet**, provided that the **cancellation** is made at least **24 hours before** the start of the **event**.

Please check your availability carefully before purchasing.

Gift Cards (sessions)

Gift vouchers for sessions can be extended once for a maximum of **3 months**.

No further extensions are possible after this extension.

If the gift voucher is used in a calendar year other than the year of purchase, a price difference may be charged.

Unused gift vouchers after the (extended) expiry date will **expire permanently**.

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Gift Cards (digital money)

Gift cards in the form of **digital money** are loaded onto an account and are valid for **3 years on the digital wallet**.

Upon **receipt**, the gift card can be **redeemed** by the recipient on their **personal account**.

They **cannot be renewed** and expire permanently **after** this period if not used.
