

The Island ASC Booking Terms & Conditions

COVID-19 – We ask all our riders to ensure they request a cancellation of their ride day IF they have been in any current COVID-19 hotspots, have had any interactions with a suspect COVID-19 case, have any symptoms that are listed under the government COVID-19 website and we ask all riders to contact us IMMEDIATELY if you have been diagnosed after your ride day and/or if you have been made aware of a COVID-19 case that has had interactions with you and these interactions fall within a 2 week period prior to your booking and after you attended the facility.

Please be aware our staff have a list of suburbs and hotspots that have been issued by the government that indicate hotspots and cases of COVID-19. If your identification shows you are from these areas you will be refused entry. This will remain policy until these hotspots have been officially removed from all government and health organisation website.

What happens in the event of inclement weather and the ride day is cancelled by ASC?

In the event the ride day you have booked is cancelled by The Island ASC, all riders are notified by SMS and all social media platforms are updated to reflect any urgent updates that will effect your booking. Your booking will be cancelled and a credit will be applied to your account for you to book another day.

It is the responsibility of the rider to ensure you have provided the correct phone number during the booking stage of your ride and it is also the responsibility of the rider to ensure they check all social media platforms owned by The Island ASC prior to entering the facility.

Once I have made my booking, am I allowed to change the date?

The Island ASC will provide you the option to change your ride day IF this change occurs before 48 hours prior to your booking date. You are unable to change your booking date or request a cancellation of your booking if this falls within 48 hours prior to your selected ride day.

It is at the sole direction of The Island ASC to refuse any changes within 48 hours of your selected ride day. For urgent requests and illness you may be required to submit further documentation to support this request. For any urgent requests please email bookings@theislandasc.com.au with the following information.

- Your Booking Number (_____) Change/Cancellation Request
- Full Name
- DOB
- Member ID
- A detailed reason for request to cancel/change
- Attach any additional documentation, if obtained, that may assist us in your request

To avoid delay, please ensure ALL points above are provided in your email. We will aim to respond within 24 hours of the request.

Do you offer refunds?

No, The Island Action Sports Complex has a no refund policy. The Island ASC can provide you with a credit to your account, however to be issued a credit your request must meet the criteria as outlined by The Island ASC in these terms and conditions.

I am under the age of 18 and/or I hold my own drivers licence. Do I need to have a guardian with me at the facility?

Yes, anyone under the age of 18 is legally required to have a guardian present at The Island ASC. If anyone under the age of 18 presents to our checkin station and a guardian has not been placed onto their booking AND is not with them, your ride day will be refused. There are no exceptions to this policy and we provide all riders with this information during their booking process and on their booking confirmation email issued after you have selected and paid for your ride day. We strongly encourage you to ensure you meet these obligations, as refusal to ride can often offend.

What circumstances/criteria applies in order to receive a credit to my account?

- Inclement Wet Weather
- Change of ride day request that is issued prior to 48 hours of the selected ride day booking
- Illness
- COVID-19 confirmed case

Can I bring a spectator with me?

Yes, spectators are able to attend the facility.

All spectators must book online prior to attending the facility, we are unable to accept spectators that do not have a booking.

Please note that all guardians, when required, **MUST** ensure they are added to the booking.

All booking T&Cs are subject to change and may do so frequently due to the current COVID-19 restrictions and guidelines. It is the responsibility of all riders to ensure they understand all T&Cs outlined above and provide their consent as part of the booking process.