

## 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 suspected 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 websites.**

### **What happens in the event of inclement weather and my booked 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 affect your booking. Your booking will be cancelled, and a credit will be applied to your online membership profile 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 operated by The Island ASC prior to entering the facility / leaving your departure point.

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

The Island ASC will provide you with the option to change your ride day **ONLY 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](mailto: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 ASC has a **no refund** policy. The Island ASC can provide you with a credit to your online membership profile, 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 check-in 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?**

Due to COVID-19 restrictions there are **NO** spectators allowed to book with any adult rider.

We are providing a maximum of two spectator positions for every child **under the age of 18 only**.

These spectators/guardians **MUST** ensure they are added to the booking.

Please remember that when creating your online membership profile, this does not automatically add you to the booking as a spectator or rider, you must ensure you select "Rider Pass" and/or tick "Spectator Only" box when you arrive at the booking screen.

**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 when completing your payment, you understand that you are providing consent and confirmation of these T&C's to be enforced.**

If you require any assistance with the above you can contact us via [bookings@theislandasc.com.au](mailto:bookings@theislandasc.com.au)

Please be aware that we aim to respond to these enquiries within 1 – 2 business days.

