

Refund Policy

At OZ-E Karts Thomastown, our booking policy prioritises fairness and equal opportunities for all participants. While bookings are generally non-refundable, non-reschedulable, and non-creditable to ensure an equitable experience for all racers, we understand that unforeseen circumstances may arise. Refunds can be facilitated with adequate notice (For bookings with more than 10 participants, please provide a one-week notice; for bookings with fewer than 10 participants, a minimum 48-hour notice is required).

Please ensure that when submitting your notification for a refund, you include the booking code and send it to info@ozekartsvic.com.au.

Once a refund has been approved, a digital voucher will be issued within 5 business days, extending its validity for a generous 36-month period.

Refunds are not applicable for issues arising due to:

- Participants below the minimum height requirements as determined by staff.
- Participants above the maximum weight requirements.
- Participants with any detectable blood alcohol content (BAC) or those suspected by staff to be under the influence of drugs.
- Participants identified by staff as potential hazards to themselves or others.
- Participants engaged in a race affected by an accident resulting in injury or reduced track time, regardless of fault.
- Participants engaging in or instigating any misconduct, harassment, or abusive behaviour towards staff, as deemed unacceptable at the discretion of OZ-E Karts Thomastown staff, will be subject to appropriate action.
- Alteration of preference or dissatisfaction with the experience.
- Late arrival or non-attendance for the booked session(s).
- Failure to participate without sufficient notice.

OZ-E Karts Thomastown will issue refunds if you are unable to attend your booking due to any of the specified reasons and have submitted the required evidence.

- Illness/Injury (including Covid-19) refers to the sickness or accidental injury affecting a person within the booking or an immediate relative.

Evidence required: A doctor's note or medical certificate must provide details about the illness or injury, including the date of onset, along with a statement confirming that it prevents the person from attending.

- Public Transport Failure refers to the unforeseeable disruption or failure of the public bus, train, tram, or ferry network, not anticipated before the booking date.

Evidence required: Confirmation of failure or disruption of the public transport (Usually accessible on the transport company's website).

- Flight disruption refers to the cancellation or significant delay of flight(s), unbeknownst to you before the booking date, preventing your attendance.

Evidence required: A copy of your airline ticket along with the airline's notice of cancellation or disruption

- Mechanical Breakdown refers to the mechanical breakdown, accident, fire, or theft of the vehicle transporting you to the booking within the 24 hours preceding the scheduled time.

Evidence required: Breakdown - a copy of the call-out note from a national breakdown recovery service; an incident number or report from the police or relevant traffic authority.

- Home Emergency refers to a burglary, fire, malicious damage, or flood occurring at your primary residence within 48 hours immediately before the booking.

Evidence required: Burglary, Flood, Malicious Damage - A Police reference number or evidence from the submission of a claim to Your home insurance company; Fire - A report from the fire service and/or police.

While we strive to ensure your enjoyable experience at OZ-E Karts Thomastown, occasional technology malfunctions or delays in our team's schedule may occur, such as lap timing system failures. Unfortunately, we do not offer compensation or refunds for any inconvenience or costs incurred due to these delays. Your selected booking time marks the beginning of your first session, and we kindly request your arrival 30 minutes in advance.