

OZ-E Karts Thomastown FAQs

Q: Do you have a phone number?

A: We do not have a phone number but the best way is to reach out to us through live chat on our website or social media. Pre-book online at our booking website:

<https://bookings.racefacer.com/ozkartsthomastown>

Walk-ins are also welcome based on our availability.

Q: Do I need to book?

A: For efficient scheduling, all bookings are made online on our website. While walk-ins are welcome if space is available, we recommend securing your spot in advance through

<https://bookings.racefacer.com/ozekartsvic> to guarantee availability and avoid

disappointment.

Q: Is it possible to make a booking without payment?

A: Unfortunately, we are unable to process bookings without payment as our booking system requires full payment to secure reservations.

Q: If we have a large group but wish to pay separately, is that possible? A: In this scenario, your group can choose the same time slot and individually book the session/sessions on our booking website. This is the only way to facilitate separate payments.

Q: How fast are the karts?

A: - Adult karts: Reach a top speed of 50 km/hr

- Junior karts: Cruise at a top speed of 20 km/hr

Q: What is the age, weight, and height requirements for karts?

A: - Adult karts: Minimum height 150cm, maximum weight 130kg

- Junior karts: Minimum height 100cm, maximum weight 65kg,

(Recommended age: 6-9 years old)

Q: What to bring?

A: - Enclosed shoes

- Hair tie for those with hair longer than shoulder length

- Balaclavas must be worn with hire OZ-E Karts Thomastown helmets (\$4 in store or BYO)

- Do not wear loose clothing as it may catch in moving parts

Q: How many people can race at once?

A: To ensure an optimal driving experience, our track has a maximum capacity of 8 people racing at once, although it can accommodate up to 10. If you'd like to organize races with more than 10 participants, please get in touch with us via live chat or email at

info@ozekartsvic.com.au

Q: Do you offer dual/tandem karts?

A: While we don't have tandem karts, we do provide junior karts. These are suitable for children under 150cm, allowing them to drive independently. We believe this provides a valuable opportunity for kids to learn and enjoy the driving experience on their own.

Q: Can adult drivers and junior drivers be on the track together at the same time? A: For safety considerations, we conduct separate sessions for adults and kids, ensuring that they cannot drive on the track at the same time.

Q: Is it acceptable to drink alcohol before participating in go-karting? A: No, a 0.00 BAC is mandatory to ensure the safety of all racers on the track. Participation under the influence of alcohol or drugs is strictly prohibited. Additionally, alcoholic beverages and smoking are not allowed in the vicinity of the track.

Q: Am I allowed to bring my own helmet?

A: Yes, you're welcome to bring your own helmet, but it must be a full-face helmet and adhere to the Australian Standard AS1698.

Q: What advantages do electric go-karts offer?

A: Electric go-karts, being environmentally friendly and quiet, provide instant torque and acceleration, making them ideal for competitive racing when compared to petrol karts.

Q: Do you accommodate party or corporate bookings?

A: For efficient event enquiries, please visit our website at <https://ozekartsvic.com.au/events/> and complete the form. Our event team will promptly contact you.

Q: What happens if not all the drivers show up?

A: We are unable to provide a refund if one or more of your drivers do not show up for your booked session/sessions.

Q: Is a refund available in case of booking cancellation?

A: No, our booking policy is designed to ensure fairness and equal opportunities for all participants. In alignment with this, with a 48-hour notice, you can either reschedule your booking or, if we successfully resell your tickets, we will issue a voucher matching the number of tickets resold. Please note that a reselling fee will be applied.

Q: Does your venue have air conditioning?

A: We provide air conditioning in the reception area, and for the track area, there are evaporative fans for your comfort.

Q: How long does each race take to complete at OZ-E Karts?

A: Adult sessions are set for 10 minutes, while junior sessions have a duration of 7 minutes. Both including the warm up lap and cool down lap

Track rules:

- Drivers under 18 must have adult consent and be accompanied by a guardian during their first visit to sign a track waiver.
- New drivers will experience initial laps with reduced go-kart speed to facilitate learning the circuit.
- Kart speeds will be individually controlled based on driver skill to prioritize safety for all participants on the track.
- Racing is strictly prohibited for drivers under the influence of alcohol (0.00 BAC required) or drugs.
- Karting is a non-contact sport; intentional bumping or pushing is strictly forbidden.
- Always follow safety directions from staff members.
- Secure long hair (below shoulders) under the helmet.
- Smoking is strictly forbidden within the facility; please use the designated area in the car park.
- Helmets and seat belts must be worn at all times.
- Enclosed shoes are required.
- Participation in racing is not advised for individuals with medical conditions (e.g., pregnancy, seizures, heart, or back issues). Consult your doctor if you are uncertain about the safety of racing.