**IAM RoadSmart Goosechase Experiences**

**Terms and Conditions**

Please read these terms and conditions carefully before booking IAM RoadSmart Goosechase Experiences.

**1. Introduction**

These terms and conditions apply to IAM RoadSmart Goosechase Experiences in 2025. You should understand that by booking IAM RoadSmart Goosechase Experiences, you agree to be bound by these terms and conditions.

**2. Requirements**

2.1 By booking IAM RoadSmart Goosechase Experiences, you confirm the following:

2.1.1 I am the holder of a full UK Driving Licence (or equivalent), for the vehicle I will use on the day.

2.1.2 I acknowledge that I must be fully road legal with MOT (if applicable) in the UK.

2.1.3 I acknowledge that I must have adequate insurance to cover the use of my vehicle during the experience.

2.1.4 I agree to submit a team name for this experience, and I will share my IAM membership details if applicable.

2.1.5 I confirm I am in good health and my eyesight is at a standard that is required for driving on UK public roads (with glasses or contact lens).

2.1.6 I agree that I am not suffering from a medical condition, or a disability that is likely to adversely affect my ability to participate in IAM RoadSmart Goosechase Experiences.

2.1.7 I agree to always drive and park safely, and adhere to road traffic laws.

**3 Experience Details**

3.1 Before you begin the experience, you must download and use the latest version of the Goosechase application found on the App Store, or Google Play store. This application will be used for any IAM RoadSmart Goosechase Experiences.

3.1.1 It is your responsibility to ensure that your GPS is turned on and accurately calibrated before you start using the Goosechase app.

3.1.2 It is your responsibility to ensure that your smartphone has strong internet signal and can be used.

3.1.3 When there is reference to any road signs, only permanent signs are considered. It is your responsibility to always follow all road signs.

3.1.4 The competition entry is ‘per vehicle’ – you are required to always have at least one other passenger with you. You must share the names of these passengers at check-out, and select a Team Name.

3.1.5 IAM RoadSmart are not responsible or liable for the visibility and/or re-positioning of points of interest, signage or anything that is referenced in IAM RoadSmart Goosechase Experiences. Some objects/signs may or may not be visible.

3.2 For all IAM RoadSmart Goosechase Experiences, answers must be submitted through the Goosechase app.

3.2.1 When using the app, you must wait for your answers to be submitted to ensure that your answers are acknowledged by the app. Paper or other electronics forms are not accepted.

3.2.2 All distances are in metres only, when submitting your answers on the app, unless otherwise stated.

3.2.3 IAM RoadSmart state that the winning team will be the team that accumulates the most points per route per season.

3.2.4 If multiple teams achieve the maximum score or there is a tie, bonus points will be awarded for accuracy or creativity in the answers. If there is a tie, the adjudicator will award bonus points for accuracy or creativity.

3.2.5 The Goosechase app ensures that participants will not be able to accrue more points once the challenge closes.

3.2.6 IAM RoadSmart will announce the winners at the end of each season per route, unless agreed otherwise.

3.3 During the challenge, the driver must always drive and park safely and abide by all road traffic laws.

3.3.1 Any team found to be causing a nuisance, driving dangerously or otherwise violating the Road Traffic Act will be disqualified.

3.3.2 IAM RoadSmart is not responsible for liable for any road changes, diversion or closures. If there are any blockages or road closures on route, you must follow the diversion.

3.3.3 IAM RoadSmart will not take any responsibility for parking tariffs nor is responsible if a penalty charge or parking charge notice is issued. Parking laws and parking restrictions on both public roads and on private land must be abided.

3.3.4 IAM RoadSmart does not recommend the challenge for learner drivers or new drivers. You must be a confident driver to participate.

3.3.5 IAM RoadSmart is not responsible for any damage, injury, death or incidents that may happen during the challenge or travelling to a mission or leaving the challenge to return home (for example, if you are involved in a road traffic collision). You will have no right to redress.

3.3.6 All participants, including the driver are responsible for ensuring the correct equipment is used. You will require a smart phone, the Goosechase app, a navigation tool, access to the internet.

3.3.7 All front-seated passengers must be aged over 16 and able to carry out all duties. We do not recommend any passengers under the age of 12.

3.3.8 The driver should use their judgement as to whether the light, weather and road conditions are safe to participate and continue with the challenge on the chosen day. Beware of potholes or poorly maintained roads.

3.3.9 You may swap drivers through the route, however, the driver must have a legal right to drive and must have the correct insurance to be able to drive the named vehicle.

**4 Booking Tickets**

4.1 By booking with IAM RoadSmart, you confirm that you will be responsible for making your own arrangements for any travel, subsistence and accommodation, if any, that may be required.

4.2 The IAM RoadSmart Goosechase Experiences must be booked online.

4.3 At the time of booking, the ticket buyer must agree to the terms and conditions.

4.4 The price of IAM RoadSmart Goosechase Experiences will be as quoted in our collateral and on our website.

4.5 When booking IAM RoadSmart Goosechase Experiences, it must be paid in full. Payments are only accepted online with a debit or credit card.

4.6 At the time of booking, you will be asked for your personal information: full name, postal code, email address, and telephone number. You must not provide another person’s details on your booking or book on behalf of another person unless they require assistance and permission to permit you.

4.7 If the payment is successful, within 24 hours of making the payment you will receive an order confirmation by email.

4.8 You will receive an instructions email after booking a ticket. If you have not received an instructions email, within 5 working days of booking a ticket, please contact us. Before contacting us, please ensure you have checked your email inbox as well as your spam and junk mail, just in case the joining instructions have been delivered to these inboxes by your email client.

**5 Reservations and waiting lists**

5.1 We cannot reserve any spaces to be confirmed and paid for at a later time/date – if you wish to attend, you must book and pay in full for the experience at the time of booking.

**6 Promotions, access codes and promotional codes**

6.1 A full and correct access code can be used at the time of purchase to be redeemed. If the access code is not used at the time of purchase, IAM RoadSmart cannot refund the ticket or discount amount later.

6.2 Only one access code can be used per purchase.

6.3 We reserve the right to remove any promotional code or access from a product if it is deemed it is not applicable.

6.4 We reserve the right to end a promotion at any time.

**7 Confidentiality**

7.1 IAM RoadSmart is committed to protecting the privacy and confidentiality of all participants.

7.2 Any personal information provided to us, at the booking stage including health-related information and emergency contact details, will be kept confidential and used solely for course administration and emergencies.

7.3 Any personal information provided to us, via the Goosechase app will be kept confidential.

7.4 The intellectual property of this experience is owned by IAM RoadSmart.

7.5 IAM RoadSmart will not share your personal information with third parties without your explicit consent, except as required by law**.**

**8 Changes, cancellations, refunds and complaints**

8.1 You are entitled to a full refund of your booking payment if you cancel your booking. IAM RoadSmart will not usually issue a refund for cancellations made less than 28 calendar days before the event. We will usually refund your booking payment using the same method originally used by you to pay for the booking. Refund requests must be made via email to [support@iam.org.uk](mailto:support@iam.org.uk).

8.2 In case of cancellation by IAM RoadSmart due to circumstances outside our control, IAM RoadSmart shall have no liability for losses or costs which you may incur due to such cancellation, but we shall refund your booking payment in full.

8.3 In case of cancellation by IAM RoadSmart we will endeavour to contact you using the email address that you have provided, and we will keep evidence of the cancellation notice sent to you. We shall not be liable to you if the email does not arrive and therefore cannot guarantee that you will be informed of such cancellation before you choose to participate in the experience. It is your responsibility to provide a valid email address at the time of booking and to provide us with an alternative email address if your email address changes at any point. Please ensure you check all folders (including junk folders)

8.4 In case of cancellation due to circumstances that which mean that the challenge is unviable or unpractical for IAM RoadSmart to run, IAM RoadSmart shall have no liability for losses or costs which you may incur due to such cancellation, but we shall refund your booking payment in full.

8.5 Your purchase is not refundable if your vehicle is unfit to use during the season of IAM RoadSmart Goosechase Experiences.

8.6 Transferring tickets to another person or another team is not allowed.

8.7 Transferring tickets to a future IAM RoadSmart Experience is not allowed.

**9 Contact details**

Questions, comments and feedback about the experience or these terms and conditions must be sent by email to: [support@iam.org.uk](mailto:support@iam.org.uk).