

Skills Days 2025 – Terms and Conditions

Please read these terms and conditions carefully before booking our Skills Days. You should understand that by booking a Skills Day, you agree to be bound by these terms and conditions.

1 These terms and conditions apply to: Car Skills Day, CarSkills Day Plus, Motorcycle Skills Day and Motorcycle Machine Handling and Control Event.

2.1 Event requirements

2.1 By booking a Skills Day with IAM RoadSmart, you confirm the following:

You will be responsible for making your own arrangements for any travel, subsistence and accommodation required for attending a Skills Day.

2.2 Event booking

2.2.1 The price of any of our events will be as quoted in our collateral and on our website.

2.2.2 Skills Days must be booked online. Due to popular demand, spaces are offered on a 'first-come, first-served' basis.

2.2.3 Each person is allowed to book ONE ticket for ONE event in the 2025 season. If 28 days after launch, there are still tickets available you may book ONE ticket to an additional event.

2.2.4 Block bookings are prohibited.

2.2.5 At the time of booking, you will be asked for your personal information: full name, postal code, email address, telephone number, membership number (if applicable), and emergency contact details. Your data will be collected and stored by our privacy policy. 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.

2.2.6 At the time of booking, each attendee must agree to the terms and conditions, joining instructions and declarations.

2.2.7 You must pay for your Skills Day space in full when booking. We only accept payments with a debit or credit card online.

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

2.2.9 You will receive joining instructions at the time of booking and via email 3 calendar days before the event date. If you have not received the joining instructions 2 calendar days before the event date, 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.

2.2.10 By booking a Skills Day with IAM RoadSmart, you confirm the following:

- a. You hold a valid, full UK driving licence, not a provisional licence, for the relevant vehicle.
- b. You have access to a roadworthy vehicle with:
 - o Full and valid insurance to drive or ride the vehicle on a circuit.
 - o An MOT Certificate (if applicable).
 - o Appropriate vehicle tax (if applicable).
- c. Your vehicle can achieve and maintain the national speed limit when it is safe and legal to do so.
- d. Your eyesight meets the minimum legal requirements (with glasses or contact lenses if worn).
- e. A legal helmet with suitable eye protection and motorcycle clothing, gloves and footwear that offer impact protection will be worn when riding (Rider only).
- f. You have not had your licence revoked or suspended, been advised to stop driving by your GP or other medical professional or have been formally referred to Driving Mobility.
- g. You are not suffering from any medical condition or disability which is likely to adversely affect your ability to participate in the event.
- h. You are not taking any drugs (whether prescribed or otherwise) that may impair your ability to take part in the event.
- i. You will not arrive under the influence of alcohol. IAM RoadSmart representatives or circuit officials reserve the right to ask you to take a breathalyzer test.
- j. You understand that the car/motorcycle you are driving/riding on track during this Skills Day may be subject to a safety check before or during the session. You agree to abide by any decision taken by any IAM RoadSmart representatives or circuit staff.
- k. You abide by the terms and conditions of the circuit and venue.
- l. Your vehicle meets the vehicle eligibility criteria.
- m. You will bring your driving licence to the event.
- n. IAM Roadsmart cannot be held liable for any damage, injury or death that occurs at the event.

2.2.11 IAM RoadSmart reserve the right to cut short or terminate your Skills Day and refuse to refund any payments made for the event if:

- a. you fail to meet any of the conditions listed in para 2.2.10,

- b. we strongly suspect that you are under the influence of drugs, a prescription medication that affects driving ability, alcohol, and/or
- c. your standard of driving or riding is unsafe or illegal.
- d. your actions are detrimental to other circuit users.
- e. you race or pace make on circuit or time laps.
- f. you use a dashcam or machine-mounted camera to film or record audio from any of the sessions without the prior agreement of the Safety Officer or Skills Day Instructor. Where this is agreed, footage must not be posted without written authority from IAM RoadSmart. Helmet-mounted cameras are not permitted.
- g. you are not the named ticket holder or eligible for the ticket type purchased.
- h. you fail to attend the safety briefing at the start of the session.
- i. Your machine is presented for noise testing and fails to meet the circuit noise limits.

2.2.12 No dogs other than registered assistance dogs are allowed inside the circuit boundary.

2.3 Reservations and waiting lists

2.3.1 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 chosen event at the time of booking.

2.3.2 If the event you wish to book is sold out, we offer the option to join the waiting list to be informed via email when a space becomes available. The spaces will become available on a 'first-come first-served' basis.

3 Changes, cancellations and refunds

3.1 If you wish to attend a different event to the one you originally booked (e.g. on a different date, or for a different vehicle), you will need to ask for a refund (at least 28 calendar days before the event date) and book a ticket onto a new event if space is available.

3.2 You are entitled to a full refund of your booking payment if you cancel your booking at least 28 calendar days before the event date. IAM RoadSmart will not usually issue a refund for cancellations made less than 28 calendar days before the event. However, if you cannot attend the Skills Day due to illness, accident, or mental health challenges, requests for a refund must be supported by appropriate documentation, such as a medical certificate and sent to IAM RoadSmart at least 3 working 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.

3.3 In case of cancellation of the event by IAM RoadSmart or the venue 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.

3.4 IAM RoadSmart reserves the right to cancel an event should ticket sales be so low that the event would be financially or logistically unviable. IAM RoadSmart will endeavour to give ticket buyers at least 28 days notice of such cancellation. In case of cancellation of the event, 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.

3.5 In case of cancellation of the event by IAM RoadSmart or the venue 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 when the email does not arrive and therefore cannot guarantee that you will be informed of such cancellation before the date of the event. 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 before the date of the event. Please ensure you check all folders (including junk boxes)

3.6 Your purchase is not refundable if your car or motorcycle is deemed unsafe to go on the circuit.

3.7 Transferring tickets to another person is not allowed.

3.8 Transferring tickets to a future Skills Days Season is not allowed.

4 Promotions, Access codes and Promotional Codes

4.1 A full and correct access code is 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.

4.2 Only one access code can be used per purchase.

4.3 We reserve the right to remove any promotional code or access from a product if it is deemed it is not applicable, e.g. a young person's discount for 17-30-year-olds used by someone who is 55 years old.

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

5 Publicity

5.1 Your attendance at an event may mean that you are featured in photographs and videos taken at Skills Days in publicity and marketing materials and you are deemed not to object to the taking of such photographs and videos, If you do not wish to be included in any photograph and/or video, please notify the event organiser at the relevant event before the photographs and/or videos being taken.

5.2 The use of drones by ticket holders is prohibited for photography or any other publicity

6 Confidentiality

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

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

6.3 We will not share your personal information with third parties without your explicit consent, except as required by law.

7 Funded Skills Day Place

7.1 All conditions listed in these terms and conditions apply to a funded Skills Day place, in addition you will have confirmed the following in advance of receiving the code to redeem your ticket:

a) Funded Skills Day places are provided as part of IAM RoadSmart's Youth Empowerment Initiative. These places are limited and allocated based on eligibility and availability.

b) Once a funded place has been allocated and a booking code issued, the recipient must redeem their ticket online to confirm their Skills Day booking.

c) Funded Skills Day spaces are identical to standard Skills Day spaces. Participants will be allocated the available dates and locations listed in their registration form.

d) Recipients must attend their allocated Skills Day as scheduled. Transfer to another venue or day is not permitted.

e) If you are unable to attend, you are required to notify IAM RoadSmart at least 5 working days in advance to allow the place to be reallocated to another participant. You are not permitted to transfer your code to another participant.

f) Funded Skills Day places are highly sought after, and failure to attend without notifying IAM RoadSmart means another eligible beneficiary loses the opportunity to access this training.

g) If you fail to attend your scheduled Skills Day without prior notice, you will be required to pay the full cost of the Skills Day place. This policy ensures that funded spaces are used effectively and fairly, benefiting as many young drivers and riders as possible.

8 Contact details

8.1 Questions, comments and feedback about Skills Days or these terms and conditions must be sent by email to: support@iam.org.uk