

## **Race Weekend Watch Parties FAQ's**

### **How long does the event last?**

Unless specifically stated otherwise, each Race Weekend Watch Party will start two hours before the official Grand Prix™ start time. After the event has finished you're more than welcome to stay in the venue.

### **How long does my F&B package last?**

If your ticket has a food and beverage package, this will last a total of 4 hours from the official start time of the Watch Party.

### **Am I guaranteed a seat?**

Only the Pit Wall package has allocated seats. All other seating is taken on a first come first serve basis.

### **Are children allowed?**

Our age policy for Race Weekend General Admission is strictly 16+. Premium and VIP packages are reserved for over 18+ only.

### **My friend and I have booked separately, can watch the race together?**

If you have booked the same ticket package as people you know then you can absolutely be together to watch the race. We have dedicated areas for different ticket packages and so there are restrictions depending on what you have booked.

### **I can no longer attend, can I get a refund?**

For our Race Weekend Watch Parties, we're happy to offer a refund up until 7 days ahead of the event. After this time tickets are non-refundable. For refunds, email [bookings@f1arcade.com](mailto:bookings@f1arcade.com) with your booking details.

### **What If I'm late?**

You can show up at any time from the start of the event, however if you have booked a ticket with a food and drink package this is restricted to 4 hours from the start of the event and will not be extended for late comers. Don't miss the race!

### **Can I change my ticket package?**

You can downgrade your ticket up until 7 days ahead of the event and difference in cost will be refunded. We can offer upgrades to packages up until the day before the day event, subject to availability. If you wish to change your booked ticket, please contact us at [bookings@f1arcade.com](mailto:bookings@f1arcade.com).

### **Can I reserve a simulator?**

We aren't able to reserve simulators but our sims will be on free play throughout the event.

### **Am I guaranteed a view?**

We have plenty of screens all around the venue so you should have no issue finding a good viewing spot.

**When do tickets go on sale?**

The best way to find out Race Weekend Watch Party ticket releases is to join our dedicated waitlist. If you haven't already, you can sign up on our Watch Party page - <https://f1arcade.com/watch-parties>

**Do you have alcohol free options for the Grandstand, Pit Wall & VIP packages?**

We have a wide range of fantastic soft drinks, mocktails & non-alcoholic beverages available. You can find our drinks menu [here](#)!

**Will you be showing practice and qualifying sessions as well?**

Absolutely! All practice and qualifying sessions will be aired in venue – these will not be ticketed events and will be shown with subtitled commentary, rather than audio.

**Will my dietary requirements be catered for?**

Our menu has vegetarian, vegan and gluten free options available. Please make a member of staff aware of any allergies.

**Can I wear fancy dress?**

We love it when you do! Fancy dress is always encouraged – please keep it clean. Nothing considered offensive will be admitted. F1® Arcade management reserve the right to the final decision on the matter.

**Can I order food?**

If you haven't booked a package that includes food and drink, you can order food as normal. Please see our menu [here](#).

**I want to come with a large group, are there packages/areas available?**

If you wish to discuss hospitality packages for parties of 30 people or more, please contact [bookings@f1arcade.com](mailto:bookings@f1arcade.com).

**Will you be showing the podium coverage?**

Of course!

**Do I have to prebook or can I just walk-in?**

Our Grand Prix Watch Parties are ticket only events, so you must pre-book to attend.

**Race Weekend Watch Parties Terms & Conditions**

1. The ticket holder voluntarily assumes all risks and danger incidental to the event for which the ticket is issued, whether occurring prior, during or after the event.
2. Tickets are issued subject to the rules and regulations of the venue.
3. Please check your tickets, as mistakes cannot always be rectified.
4. Occasionally, events are cancelled or postponed by the promoter, team, performer or venue for a variety of reasons. If the event is cancelled, please contact us for information on receiving a refund from the responsible party. If the event was moved or rescheduled,

the venue or promoter may set refund limitations. It is your responsibility to ascertain the date and time of any rearranged event.

- 5.** The venue reserves the right to refuse admission and may on occasion have to conduct security searches to ensure the safety of the patrons.
- 6.** Every effort to admit latecomers will be made at a suitable break in the event, but admission cannot always be guaranteed.
- 7.** Unlimited food and/or beverage packages last a total of four hours from the event start time. If you arrive later than the official Watch Party start time, your food and beverage package time will not be extended. F1® Arcade reserves the right to refuse or restrict alcohol sales where it's deemed appropriate.
- 8.** We regret that tickets cannot be exchanged or refunded after purchase.
- 9.** Tickets are sold subject to the venue or promoter's right to alter or vary the programme due to events or circumstances beyond its control without being obliged to refund monies or exchange tickets.
- 10.** If this ticket is re-sold or transferred for profit or commercial gain by anyone other than the promoter, venue management, it will become voidable and the holder may be.
- 11.** The racing simulators are designed to simulate a motorsport driving experience using professional grade components, including a professional direct drive force feedback system and haptic technology providing full motion movement of the simulator body. Any guests with heart conditions, high blood pressure or aneurysms, recent surgery or illness, neck, back or bone ailments, the elderly, pregnancy, or heart conditions should consult their physicians before using the simulator.
- 12.** We ask that all our guests enjoy and act responsibly, we have a zero-tolerance policy for anything that would interfere with the experience for our team or other guests, and we reserve the right to refuse entry or remove guests from the venue without refund.
- 13.** Please note CCTV is in operation in our venue for the safety of our team and guests.
- 14.** We do not permit any external food or alcohol in our venue , unless previously agreed or these items will be confiscated.
- 15.** The venue operates a No Smoking Policy.
- 16.** The promoter, venue management accept no responsibility for any personal property.
- 17.** The event listed on the purchased ticket is strictly for ticket holders who are over 18 years of age (or 16 where applicable). Identification may be required.
- 18.** The venue reserves the right to eject or refuse entry.
- 19.** The venue has a zero tolerance drug policy.
- 20.** No cancellation or refunds within 7 days of the event date

### **Gift Card Terms & Conditions**

1. This voucher can be used against racing, food or drink in venue or pre-booked with our bookings team.
2. It cannot be used in conjunction with any offers or ticketed events.
3. Normal booking policies apply.
4. Gift Card expires 12 months after purchase