

# CANCELLATION COVER



## Cancellation Cover

Ignition Voucher customers can upgrade their purchase to include cancellation cover at the time of booking.

Below is a summary of the cancellation cover that MSV offers on F4 Master, RaceMaster, BMW M4 Master, RallyMaster, MudMaster, YoungDrive! and Adrenaline experiences, along with upgraded Ignition vouchers.

## Summary of Cover

MotorSport Vision Limited will credit the cost of the activity (not the value of the Gift Activities Voucher) if you the **Customer** should cancel a booked activity session as a direct consequence of one or more of the circumstances set out below.

- The **Customer** sustaining death, bodily injury or serious illness.
- Cancellation, curtailment or rearrangement of scheduled public transport services. Mechanical breakdown of motor vehicle on their journey to the booked activity in which the **Customer** is travelling.
- The death, bodily injury or serious illness of the **Customer's** relative.
- The **Customer** falling pregnant.
- Compulsory quarantine, jury service, subpoena or hijacking involving the **Customer** or any person with whom the **Customer** is travelling.
- The **Customer's** presence being required by the Police following burglary at the **Customer's** home in the UK.
- Fire, storm or flood damage to the **Customer's** home in the UK.
- The **Customer** being called-up to serve with armed forces reserves or by conscription.

Reimbursement will take the form of a voucher for an activity of an equivalent value, or a cash refund less a 30% administration charge.

## Definitions

**Customer** shall mean the individual for whom the activity is booked. **Serious Illness** shall be an illness that a doctor would confirm as sufficient to affect the **Customer's** participation in the activity. We reserve the right to request additional information/ doctors records.

## In the Event of a Claim or Query

Notice must be given to the Customer Services team:

**Phone:**  
0344 225 4422

**Email:**  
activities@msv.com

**Address:**  
MotorSport Vision Centre  
Brands Hatch, Fawkham, Longfield,  
Kent, DA3 8NG

**Customers** will be asked to provide written explanation of the reason for the cancellation with any appropriate supporting documents where relevant. Settlement of a claim is subject at all times to **Customers** providing such explanations and supporting documentation as may reasonably be requested by MotorSport Vision Limited.

## Notes

Please note that unredeemed vouchers are not covered by the policy and that you may make only one claim under the policy. The cancellation cover is not transferable.

This is a summary of cover. Any fraud, misstatement or concealment in relation to this insurance cover shall render it null and void and all claims forfeited.