



COVID-19 Update
25th March 2020



During this time of unprecedented uncertainty, all of us here at Mondello Park are concerned about the safety and well-being of our families, colleagues, customers and partners that make up Mondello Park's vibrant family.

Mondello Park is adhering to health professionals and Government's advice around the COVID-19 situation.

Is Mondello Parks season being affected?

Yes. In line with the Irish governments directive regarding the COVID-19 Virus, which states that there should be no mass outdoor gatherings involving more than 500 people, Mondello Park has postponed the opening event of the 2020 Dunlop Masters Superbike Championship along with all Driving Experiences until **29th March 2020** when all future events will be reassessed.

Do you know when they will be rescheduled?

No. Mondello Park is adhering to Government advice which is changing throughout this unprecedented time. We appreciate your patience and endeavor to stay in contact with you with regards to a new date for every Driving Experience and Racing event.

I purchased a ticket to attend an upcoming event at Mondello Park, what happens now?

Any tickets that have been purchased for events that have now been postponed, will remain valid for the date the event will be rescheduled to. If you are unable to attend the rescheduled date, Mondello Park will issue you with a full refund.



I've bought a Driving Experience Gift Certificate; can I get a refund?

Mondello Park, which adheres to European Consumer Law, allows customers to be refunded for a Gift Certificate up to two weeks after initial purchase. After this time has lapsed, regardless of the COVID-19 situation, customers are not entitled to a refund. However, Gift Certificates are valid for up to 5 years under recent legislation. The Mondello Park Customer Experience Team will work with you to fix a date when they become available.

I have booked in directly for a Driving Experience at Mondello Park. What happens now?

As the decision has been taken to postpone all track activity along with Driving Experience days at Mondello Park until **April 30th, 2020**. We will contact you to reschedule your Driving Experience once dates are reopened.

I would like to purchase a Gift Certificate over the coming weeks, is this possible?

We would like to reassure customers that it is certainly possible to purchase Gift Certificates over the coming weeks. Our online store and Customer Experience Team can facilitate you with this. See www.mondellopark.ie or call 045860200. Gift Certificates are valid for 5 years.

Mondello Park will continue to monitor the situation regarding directives from the Irish Government and will work within any guidelines or instructions when organising events, in the interests of the common good. We would like to thank you for your continued support during this time.