



Terms and Conditions – GO SMASH!

If you have any questions about the following terms or need additional information, we're here to help. Please contact us at [**gосmashexperience@gmail.com**](mailto:gосmashexperience@gmail.com).

1. Experience Description

GO SMASH! is an immersive experience that allows participants to release built-up energy and tension through the controlled and supervised destruction of vehicles. It is ideal for groups of friends or team-building activities.

2. Participation Conditions

- Participation is subject to the signing of a liability and consent form, in which the participant declares they are in suitable physical and mental condition to take part in the activity.
- The use of personal protective equipment (suit, gloves, visor, etc.) is mandatory throughout the experience.
- The organization reserves the right to interrupt the participation of anyone who fails to follow instructions or exhibits inappropriate behavior.

3. Group Payments and Cancellations

- The experience is reserved upon payment of a deposit.
- The remaining amount must be paid up to 48 hours before the experience, with proof of payment sent via email.
- After the full payment of the experience, no refunds will be given in case of cancellation by one or more participants.
- It is possible to add participants to the reservation, provided that we are informed at least 48 hours in advance. In such cases, the total cost of the experience will be revised to ensure the quality and necessary resources for the experience.
- **Cancellation Policy – Deposit:**
 - Cancellation more than 15 days in advance: full refund of the deposit.
 - Cancellation between 15 and 7 days in advance: 50% refund of the deposit.
 - Cancellation less than 5 days in advance: no refund of the deposit.
- **Cancellation Policy – Full Payment:**



- Cancellation more than 15 days in advance: full refund of the total amount.
- Cancellation between 15 and 7 days in advance: 50% refund of the total amount.
- Cancellation less than 7 days in advance: no refund of the total amount.
- It is possible to reschedule the experience with at least 7 days' notice, subject to GO SMASH! availability.

4. Payments and Ticket Cancellations for the Open Day

Once a ticket for the GO SMASH! Open Day has been purchased, no refunds, cancellations, or rescheduling will be allowed, regardless of the reason. This policy is based on logistical planning and the limited number of available spots. This condition is in accordance with Article 17, point (l) of Decree-Law No. 24/2014, which excludes the right of withdrawal for leisure activities scheduled for a specific date.

5. Cancellations by GO SMASH!

In case of adverse weather conditions or other force majeure events, the experience may be rescheduled or cancelled. In such cases, the client will receive a full refund of any amount already paid, according to their preference.

6. Duration and Number of Participants

- Each session has a maximum duration of 1.5 hours.
- The maximum number of participants per session is defined on a case-by-case basis.
- The number of participants agreed upon at booking may not be exceeded without prior notice and price adjustment.
- GO SMASH! tolerates a maximum delay of 10 minutes at the start of the experience. After this period, the activity will continue until the previously stipulated time, without extending the initial duration.



7. Liability and Safety

- GO SMASH! is not responsible for any physical injuries sustained by participants who fail to correctly use the required safety equipment.
- In case of damage caused by negligent or intentional behavior, the participant may be held liable.
- All striking material provided during the experiment (sledgehammers, crowbars, hammers, etc.) must be returned at the end.
- In case of loss or damage that prevents the reuse of any contest material, a fee of €50 will be charged per item. This measure aims to ensure the continuity and safety of the experience for all participants.
- It is not permitted for participants to bring alcoholic beverages to the GO SMASH! premises without prior consent from the team. If authorized, the entry of such beverages will be subject to a fee determined by GO SMASH!.
- The consumption of alcoholic beverages is only allowed after the experience has ended and must be done responsibly. Any participant showing signs of intoxication before or during the activity will not be allowed to take part and will not be entitled to a refund.

8. Image Capture and Use

- Participation in the experience may include photo or video recording for promotional or institutional purposes on GO SMASH!'s social media or official website.
- Participants may authorize or decline this image capture when signing the liability and consent form.
- Except Open Days, where by purchasing a ticket you agree to the capture of images (photo and video) during the event.
- During the experience, photographs and videos may be taken for internal record-keeping purposes and to promote the GO SMASH brand (only for those who accept the liability and consent form signed prior to the experience). These images will only be made available to participants upon prior purchase of the additional digital photography service



9. GO SMASH! Vouchers

a) Nature of the voucher

The GO SMASH! voucher is a gift card that represents a credit for a GO SMASH! experience, to be used within the validity period indicated.

b) Non-refundable

GO SMASH! vouchers are non-refundable under any circumstances.

If the voucher has already been used and, due to technical issues, weather conditions, or other circumstances beyond GO SMASH!'s control, the experience must be cancelled, no refund will be issued. In such cases, a replacement voucher will be issued and sent to the customer, with the same expiration date, for future use.

c) Transferability

The voucher may be used by anyone, regardless of who purchased or received it, and no prior notice is required to change the user.

d) Validity

The voucher must be used by the expiration date indicated. After this period, it will be considered expired and cannot be used or renewed.

e) Open Day Vouchers

Vouchers that indicate "Open Day" can only be used on official Open Day dates announced by GO SMASH!.

These vouchers are not valid for private experiences, group bookings, or other formats.

f) Booking and use of vouchers

Bookings for Private Experience vouchers must be made in advance by email, indicating the voucher purchase details, and are always subject to GO SMASH!'s availability.

Open Day vouchers do not automatically guarantee entry.

The user must use the voucher code to purchase the ticket on the GO SMASH! website.

- Open Day dates are communicated:
 - First, to voucher holders, by phone message;
 - Afterwards, on GO SMASH!'s social media.

Users are advised to follow both channels.



GO SMASH!

g) Loss or theft

In case of loss, theft, or failure to present the voucher, GO SMASH! is not responsible for its replacement, except upon proof of purchase and confirmation that the voucher has not yet been used.

h) Fraud or improper use

GO SMASH! reserves the right to invalidate vouchers obtained fraudulently or used in violation of these Terms and Conditions.

10. Acceptance of Terms

By booking and/or participating in the GO SMASH! experience, the participant confirms that they have read, understood, and accepted these Terms and Conditions.