



Frequently Asked Questions

Question: Do I need my own insurance to drive one of the cars?

Answer: Yes. You need your own personal auto insurance to drive our car. We do not guarantee or promise that a driver's automobile insurance policy will protect them during any of our supercar experiences. We do not accept third party insurance. We recommend that you contact your insurance agency and letting them know you will be participating in a Supercar Experience. Please note, some auto insurance carriers will not cover autocross experiences on private lots or racetracks. At that time, you will need to judge whether or not you want to be fully liable and financially responsible for any damage you cause to our vehicles and 3rd party objects.

Question: What's your policy in dealing with accidents?

Answer:

- Issues involving another party and caused by the other party and/or partially caused by driver.
 - The Motorsport Lab, Inc will charge the driver's credit card \$7,500 upfront to pay for repairs deductibles, loss of use and administrative fees and return the difference once insurance agencies or the driver fully reimburses The Motorsport Lab, Inc for repairs. If driver is determined to be fully or partially at fault, we will invoice the driver the cost for the loss of business use, while the supercar Vehicle is being repaired. Failure to pay, we will result in The Motorsport Lab charging the credit card left for incidentals.
- Issues not involving another party and caused directly by the driver.
 - The Motorsport Lab, Inc will charge the driver's credit card \$7,500 upfront to pay for repairs, deductibles, loss of use and administrative fees and return the difference once the insurance agencies or the driver fully reimburses The Motorsport Lab, Inc for repairs. As the driver is directly at fault, we will invoice the driver the cost for the loss of business use, while the supercar Vehicle is being repaired. Failure to pay, we will result in The Motorsport Lab charging the credit card left for incidentals.

Question: What kind of paperwork do I need to bring in with me when I come in for my scheduled driving experience?

Answer: You need to bring in proof of insurance (make sure your name, policy number, and expiration date are included), a valid driver's license that matches the name on the insurance, a credit card, preparation forms. You can find the preparation forms on our website under the Form section of the Experience you've purchased.

Question: I have a certificate such as a Groupon and I missed the booking/reservation deadline date or the date of the experience - What should I do?

Answer: If you missed the booking/reservation deadline date or the date of the experience, you have the option of using the "cash value" of the purchase price of the Groupon as a credit towards another full-priced experience. Or you can you pay \$99 to extend the Groupon for another date.

Question: What's your refund and rescheduling policy?

Answer: Our refunds and rescheduling policy are similar to making changes to airline reservations. Refunds: Within 24 hours after your scheduled experience, you will be allowed to reschedule your experience to another date or cancel for a full refund, at no charge. Thereafter, no refunds will be issued. Rescheduling: 1) Before 7 days of your experience, you will be charged a \$50 change fee to reschedule your experience. 2) Within 7 days of your experience, you will be charged a \$99 change fee to reschedule your experience. 3) If you reschedule again, you will be charged the above-mentioned fees again. Deal vouchers like a Groupons will not be issued refunds and must comply with specific terms and conditions.

Question: If I have 2 or more Groupons, can I double or triple book so I can increase the length of my experience?

Answer: Per the terms of our Groupon deal, it's 1 Groupon per person. If you try to use more than 1 Groupon for yourself, you will be charged the full price of the experience less the purchase price of the Groupon voucher.

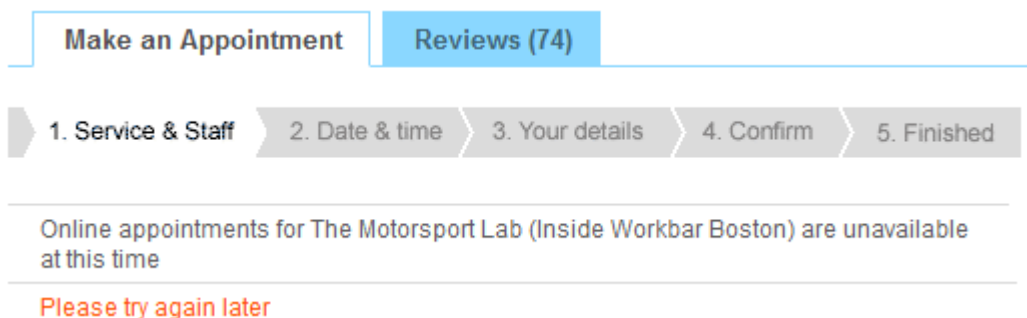
Question: I see that there is an RPM limit of 6500 RPMs and a fee if I exceed 6500 RPMs– how come this is so and will I still have fun?

Answer: The price is different because we need to account for the extreme wear and tear that one generates when driving at such high levels. If you accidentally move over 6500 RPMS, you will be automatically upgraded because we cannot remove the wear and tear that you generated. Do not worry, you will absolutely have fun below 6500 RPMs -- it' not all about going fast, but how these supercar precisely react to your control.

Question: How do I book an appointment?

Answer: If you go to our website at www.motorsportlab.com and click the "book now" link under the "Reserve Now!" section, it will bring you to our online scheduling system. Please book online as it's the most secure and convenient. Please note that we do not take reservations over the phone or email as we require a credit card for all reservations and have a policy of not taking down such sensitive and confidential information.

Question: What do I do if I receive the following message: "Online appointments for The Motorsport Lab (Inside Workbar Boston) are unavailable at this time. Please try again later."



Answer: This means that we are fully booked at this time. A lot of customers confuse that there is a technical malfunction, in which isn't the case. At this time, we recommend that you subscribe to our waiting list for cancellations or find another experience with a different Supercar. You can subscribe to the waiting list on the "Reserve Now" section of our website.

Question: I would like to purchase a driving experience and use it for someone to be the passenger while a Driving Sherpa drives him/her throughout the course. Is this possible?

Answer: Yes this is possible. Since this is a special favor we extend to you, all we ask for in return is for customers to leave 25% gratuity.

Question: I want my friend to come with during my driving experience. Is that okay?

Answer: Of course it's okay! However please keep in mind that all of our cars are two-seaters and only have enough room to accommodate our driving sherpa and customer. People bring friends and family members all the time to take pictures, chat, and learn more about our business.

Question: What are the transmissions on the supercars?

Answer: Our supercars with two options; paddle shift or automatic. Depending on the nature of the experience, we will limit it to one or the other. For example, our agility experiences will require automatic transmission, only.

Question: I have a Groupon or another 3rd party certificate, but I would like a refund. How can I do that?

Answer: You can contact Groupon as they have your purchase/transaction information through the 2 methods: support@groupon.com or 1-(877) 788-7858 Monday through Friday, 9-5 central time.

Question: If I'm gifting this experience, how should I handle gratuity towards your Driving sherpas?

Answer: We recommend leaving a 25% gratuity upfront on behalf of the recipient. You can do so by contacting us at hello@motorsportlab.com or 617-383-7655.

Question: Exactly where are your driving experiences located?

Answer: Depending on your selected experience, it could be at our office in Scottsdale, our office in Boston or at a private area such as New Hampshire Motor Speedway. We recommend reviewing the driving profile form that is found under each experience on the exact location of your experience.

Question: Is gratuity mandatory? Is gratuity based on the Groupon Price or the Full Value of the Experience?

Answer: Our driving experiences are full-service and accompanied by our driving instruction sherpas to educate you about the Supercar and help protect your personal safety. As they are compensated by gratuity, please be courteous and tip on the full amount of the experience. Sample customary gratuity recommendations are: 18% of \$549 = \$98.82, 20% of \$549 = \$109.80, 25% of \$499 = \$137.25. If you feel that their service does not deserve a gratuity, please do not leave one.

Question: I am almost 21 and really want to drive one of your cars. I have a clean driving record and tremendous respect for cars. Can I drive?

Answer: Unfortunately no, you cannot. It's a stipulation of our insurance that we do not allow anyone under the age of 21 to operate our vehicles. We need to take this very seriously and honor our insurance company's request.