

GRIDCAMP

Premium Motorsport Glamping Experience

www.gridcamp.eu

POLICIES, GENERAL TERMS & CONDITIONS

Valid for all GridCamp events from 2026 onwards

1. Operator Information

GridCamp is operated by wincampe s.r.o., a company registered in the Czech Republic.

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|--------------------|---|
| Company name | wincampe s.r.o. |
| Registered address | Příčná 1892/4, Nové Město, 110 00 Praha, Czech Republic |
| IČO (Reg. No.) | 17653240 |
| Email | info@gridcamp.eu |
| Website | www.gridcamp.eu |
| Governing law | Czech Republic (Act No. 89/2012 Coll., Civil Code) |

2. Introductory Provisions

These business conditions of wincampe s.r.o. (IČO: 17653240), hereinafter the "seller", regulate — in accordance with § 1751 paragraph 1 of Act No. 89/2012 Coll., Civil Code — the mutual rights and responsibilities of contractual parties which arise based on a purchase contract entered into by the seller and a physical person (the "buyer") via the seller's internet shop at www.gridcamp.eu.

- These business conditions do not apply where the buyer is a legal person or acts within the framework of business operations or an independent profession.
- Regulations varying from these conditions may be negotiated in the purchase contract and take precedence over these conditions.
- These business conditions constitute an inseparable part of the purchase contract, drawn up in the English language.
- The seller may amend or supplement the business conditions. Such changes do not alter the rights and responsibilities created while the previous version was in effect.

3. Entering Into a Purchase Contract

- All merchandise presented on the web store interface is of informational character; the seller is not required to enter into a purchase contract in regard to this merchandise.
- Displayed prices include value added tax and all related fees, and stay valid while displayed in the web store interface.

- To order, the buyer fills in an order form selecting the number of nights, number of tents, and arrival and departure dates, then clicks "Order now".
- Before submitting, the buyer may check and correct any information entered. Submitting the order constitutes a binding proposal of purchase contract. The seller will send a confirmation email immediately upon receiving the order.
- The purchase contract is concluded when the seller sends the order acceptance to the buyer's email address.
- If the seller is unable to fulfil any requirement in the order, an altered offer will be sent for the buyer's consideration.

4. Price and Payment

Full payment is required at the time of booking to confirm the reservation. The following payment methods are accepted:

- Credit/debit card (Visa, Mastercard, American Express) — processed securely via Stripe, Inc. (PCI DSS Level 1 certified). Stripe privacy policy: stripe.com/en-cz/privacy
- Google Pay and Apple Pay where available at checkout.
- Bank transfer (contact info@gridcamp.eu for details).

A booking confirmation email is sent automatically within 1 hour of payment. Please check your spam folder if not received. A tax receipt (invoice) will be issued after full payment and sent electronically to the buyer's email address.

Bank details for refunds and transfers:

IBAN: CZ1655000000008610820002 | SWIFT/BIC: RZBCCZPP

5. Cancellation & Refund Policy

Please read this section carefully before booking. All cancellation requests must be submitted in writing to info@gridcamp.eu.

5.1 Cancellation by the Guest

Cancellations are accepted according to the following schedule, calculated from the date of the written cancellation request to the first day of the booked event:

| Cancellation notice | Refund |
|------------------------------------|--|
| More than 60 days before the event | 98% refund (2% retained to cover bank transaction fees) |
| 30–60 days before the event | 50% refund |
| Less than 30 days before the event | No refund — 100% of the booking price is charged. |

No-show (guest does not arrive)

No refund — 100% of the booking price is charged.

Approved refunds are processed to the original payment method within 14 business days of the cancellation request.

5.2 Transferring Your Booking

- Your booking may be transferred to another person at no additional charge.
- To transfer, contact info@gridcamp.eu with the new guest's full name, email and phone number at least 7 days before the event.

5.3 Event Cancellation by the Organiser

In the unlikely event that the race weekend is cancelled or postponed by the official organiser (e.g. FIM, Dorna Sports, Formula One Management) — entirely outside GridCamp's control — GridCamp will offer:

- A credit note equal to 100% of the amount paid, valid for 2 years, redeemable at any future GridCamp event, OR
- A full 100% refund to the original payment method, processed within 14 business days.

GridCamp is not responsible for costs incurred by guests for travel, accommodation elsewhere, or other expenses in connection with an event cancellation.

5.4 Cancellation by GridCamp

GridCamp reserves the right to cancel a reservation at any time, in which case a full 100% refund will be issued within 14 business days. Grounds include non-payment, breach of these conditions, or force majeure.

If guests arrive visibly under the influence of alcohol or drugs, or cannot maintain basic standards of decent behaviour, GridCamp may cancel the reservation. A refund will be considered at the discretion of GridCamp management.

6. Security Deposit

A security deposit of €100 per tent is payable upon arrival in cash.

- The deposit serves as insurance that the tent and its equipment will be returned in good order.
- If there is any damage, part or the whole deposit will be retained to cover repair or replacement costs. If damage exceeds €100, the guest will be invoiced for the difference.
- If there is no damage, the full deposit is returned at check-out.
- If any equipment is stolen from the tent, the same conditions apply as for damage.

7. Guest Conduct & Site Rules

- Quiet hours are strictly observed between 23:00 and 07:00. GridCamp is a premium experience — not a party campsite.
- All guests must wear their GridCamp wristband at all times within the site for identification and access authorisation.
- GridCamp guests must comply with the traffic and departure regulations set by the event organiser (Red Bull Ring traffic plan). Departures on race Sunday and Monday after the race must follow the official schedule.
- Open flames, BBQs and camping stoves are not permitted in the tent area.
- Pets are not permitted on site.

8. Liability & Insurance

- GridCamp takes no responsibility for theft of or damage to personal belongings on site. We recommend that all guests hold valid travel insurance.
- GridCamp is not liable for injury, loss or damage caused by weather, force majeure or circumstances beyond our reasonable control.
- Guests are liable for any damage caused to the tent, equipment or site infrastructure beyond normal wear and tear.

9. Rights in Case of Faulty Fulfilment

Rights and responsibilities in regard to faulty fulfilment comply with applicable Czech law (§ 1914–1925, § 2099–2177 and § 2161–2174 of the Civil Code). The seller guarantees that the accommodation provided corresponds to the description on the website and meets the agreed standard. Any complaints should be raised first with the GridCamp on-site team, or within 14 days of the event by email to info@gridcamp.eu.

10. Personal Data Protection

Personal data protection is provided in accordance with Regulation (EU) 2016/679 (GDPR) and Act No. 110/2019 Coll. The data collected (name, address, email, phone number) is processed solely for the purpose of fulfilling your booking and communicating about your stay. For full details, please refer to the GridCamp Privacy Policy available at www.gridcamp.eu.

- The buyer confirms that personal data provided is accurate and was provided voluntarily.
- The buyer may at any time request access to, correction of, or deletion of their personal data by contacting info@gridcamp.eu.
- Out-of-court consumer dispute resolution falls under the Czech Trade Inspection Authority (Česká obchodní inspekce), Štěpánská 567/15, 120 00 Praha 2, www.coi.cz.

11. Cookies & Business Communications

- The buyer agrees with the sending of booking-related information and, unless opted out, business notifications to their email address.
- The buyer agrees with the storing of cookies on their device as necessary for the proper functioning of the website. Where the purchase can be completed without cookies, the buyer may withdraw consent.

12. Final Provisions

- This contract is governed by Czech law. Any disputes shall be resolved before the competent Czech courts.
- If any provision of these conditions is found invalid or ineffective, it shall be replaced by the provision whose meaning is closest to the original intent. The remaining provisions remain in full effect.
- Amendments to the purchase contract or these conditions require written form.
- The purchase contract is archived by the seller in electronic form and is not accessible to third parties.

Contact: info@gridcamp.eu | www.gridcamp.eu

wincampe s.r.o. | IČO: 17653240 | Příčná 1892/4, 110 00 Praha, Czech Republic | Last updated: 2026