

Dear Subcontractor,

Welcome to the Car Chase Heroes team, great to have you on board!

This pack should give you all the information you need about the structure of our experience days as well as what we expect from yourself as an instructor.

Car Chase Heroes

We are a driving experience company, not a race/rally school. Our aim is to provide value for money experiences in unusual vehicles, based around famous movie cars.

It is important to remember that our guests have not been sold a race car experience and are simply there to drive our vehicles (a lot of which are classics) at a brisk road pace.

We find most of our customers are just there to sit in their on-screen heroes and are happy to cruise around, please do not push customers to drive any quicker than they are happy with and remember that the older vehicles will not put up with the punishment modern cars take.

Uniform

Black Car Chase Heroes polo shirt – Provided when possible

Black Jacket

Black shoes or race boots – no trainers

Black trousers – no jeans

Please bring a clipboard and pen

We appreciate you ensuring you are presentable at all times.

Arrival / Finishing times

Sessions begin at 8.30 am so we request you arrive promptly at 8.00 am. Sign on and hospitality staff should arrive no later than 7.45am ready to start work with customers at 8pm. There will be an instructor briefing at 8.15am.

The last session of each day is between 2.30 pm and 4.30pm, depending on daylight hours. Your finishing time will vary depending on the number of bookings in the final session of the day. Please note that everyone will be required to work as a team to pack up at the end of the day, the quicker we are all packed up then the quicker everyone gets to go home.

Structure of the day

Sessions begin at 9 am and run in hourly slots through to 3 - 5 pm.

We allow lunch breaks at staggered intervals throughout the day. A burger and a drink will be provided per instructor free of charge. If you require any further food or drink, you will receive a 50% discount.

Customers will arrive according to their designated times and will be signed on by the admin team; they will be given a ticket which will indicate the package that they have purchased along with any additional extras. All customers will receive a full safety briefing prior to getting into the cars. A co-ordinator will be present on the day in order to allocate customers to cars.

Each session's driving begins on the hour, every hour. Please make sure you are with your car and ready to go, if the co-ordinators have to look for you it really effects the running of the session, it is your duty to make sure you are with your car and ready for the start of each session.

Cars

We have a wide variety of cars available per day. We would appreciate it if you familiarise yourself with the cars we have available as well as basic information about each car which can be found on our website at www.carchaseheroes.com.

You will be assigned a car at the beginning of the day by our Chief instructor and required to complete a damage book – a look around to note any existing damage and then signing to acknowledge the condition of the car and you agree it will be returned at the end of the day in the same condition. Once you have signed, your book this needs to be approved by either Chief instructor (normally Dave Jones) or Chief mechanic (normally Josh Robbins).

Each car also has an information sheet in your cars folder, this sheet contains information on how to start, warm up and run the car during the day. PLEASE READ THIS each day, these sheets do change as the cars get updated and modified and there is no excuse for not following these simple instructions.

VERY IMPORTANT – from this point onwards you will be responsible for the condition of our car, if you leave this car for any reason and someone covers for you, it is YOUR responsibility to check no damage has been caused in your absence. If it has, you must report this immediately.

If a customer has an accident or leaves the circuit / spins you **MUST** return to the pits straight away, this **INCLUDES ANY** contact with cones, to inspect the vehicle for **ANY** damage. You should return to the dedicated service lane in the pits for inspection. If you are happy there has been no damage caused whatsoever then it is your decision if you allow the customer to continue. Car Chase Heroes will fully support your decision either way but please bear in mind whether this customer is likely to have another incident during their experience.

If there HAS been any damaged caused then the customer is responsible for the cost of this, unless they have purchased our damage waiver. The damage waiver does not cover the customer if they have been driving recklessly or not listening to your instructions, so if you feel this is the case then please make us aware! If you do not report the incident at the time and the vehicle is damaged IN ANY WAY at the end of the day, then you are going to be responsible for the cost of repair. We do not want to do this but unfortunately there have been several incidents recently that have gone unreported and our vehicles left damaged. Someone needs to be held accountable – **DON'T LET IT BE YOU!**

Please be aware that you accept full responsibility for ANY damage to a company vehicle caused whilst under your control, this includes driving the vehicle on or off circuit. If any damaged is caused to the vehicle you will be expected to pay for any repair costs in full, with no exceptions. Driving company vehicles is not a requirement and you do so entirely at your own risk.

Passenger Rides – we have two dedicated HSPR cars on the day, however some guests choose to be a passenger instead of driving their experience car. If you are asked to drive for the guest, PLEASE NOTE this is **NOT** a High-Speed Passenger Ride!! The car should be driven smoothly without any unnecessary strain put on the engine, tyres, gearbox etc. you should be travelling no quicker than a brisk customer would do and you should be putting **LESS** wear and tear / risk on our cars than an average customer would do. It is also very important to remember that if you were to be involved in

an accident or anything we deem to be a driver related mechanical failure whilst giving a passenger ride then you are going to be responsible for the cost of repair.

We employ you as professional drivers, please respect our cars and treat them as your own. If you are uncomfortable with this risk please just let the co-ordinators know who will ask a HSPR driver to cover for you.

Pit Lane – the pits will be clearly marked out, please try and stick to your cars spot in the pit lane when possible. There should be the minimum amount of bodies in the pits as possible so please do not allow parents out to take pics etc. Obviously, speed should be kept to an absolute minimum until joining the circuit.

The pits will have a clearly marked out service lane, normally the furthest/ safest position from the live circuit to allow mechanics to look at the cars. If your car has anything that needs looking at or requires fuel, then please get your guest to drive into this lane when returning to the pits. Our mechanics are not allowed to service any vehicle outside of this lane.

Please help us by being proactive with getting your car fuelled, if your car is getting low and you have a 10-minute break, go get fuel. Waiting until you are empty with a que of customers waiting for your car obviously causes delays. Some older cars don't have gauges so please check these regularly to ensure you don't risk running out.

Juniors – All junior cars will, where possible, have dual brake and clutch. If you have a clutch please pull away for the junior with minimum revs and maintain close control until entering the circuit. If possible juniors will be kept until the end of each session to try and help speed differential on circuit. Abingdon now has a dedicated junior track which we will point out to you. All Junior drives should use hazard warning lights to indicate a Junior drive.



Video – EVERY driver will have a USB to record their drive, if a driver does not have this they should NOT be allowed to drive. It is your responsibility to ensure your cars video system is working correctly and that you are familiar with how to operate it. If a USB does not record properly we end up having to let customers drive again, for free, so it is very important that you get this right please.



Customer tickets

During sign on, customers will be issued with a ticket which will let you know how many laps in each car the customer is entitled to. It will also state if the customer has paid for passenger laps or sighting laps. Passenger laps will be carried out after their experience but it is important to check that they have received their sighting lap prior to any driving laps. Once a drive has been completed in any car, you should write comments on the drivers' laps both to mark the laps as complete and to offer the customer a memento of the day. Please keep the comments positive and professional. We also ask that you give the customer a mark out of 100 for the drive. Below is an example of an uncompleted and a completed ticket to enable you to familiarise yourself with the layout. If you are

the instructor giving passenger or sighting laps, please ensure you initial the right hand box to show that the customer has received said laps.

Invoicing

DRIVER SIGN ON TICKET			 Car Chase HEROES <i>experience the thrill</i>	
DRIVER NAME	Billy Bloggs			
SIGN ON TIME	9.30 am			
CAR	NO. LAPS	INSTRUCTOR COMMENTS		
LIGHTENING MCQUEEN				/100
BUMBLEBEE	3			/100
CAMARO SS				/100
NISSAN SKYLINE				/100
CORVETTE	3			/100
MUSTANG				/100
Insurance				
PAS laps	3			
Sighting lap	PP			
DON'T FORGET TO CHECK OUT THE PHOTOS AND VIDEOS TAKEN OF YOUR EXPERIENCE! AVAILABLE AT THE MEDIA CENTRE! 				

DRIVER SIGN ON TICKET			 Car Chase HEROES <i>experience the thrill</i>	
DRIVER NAME	Billy Bloggs			
SIGN ON TIME	9.30 am			
CAR	NO. LAPS	INSTRUCTOR COMMENTS		
LIGHTENING MCQUEEN				/100
BUMBLEBEE	3	Eager to learn. Good basic pace. Needs to work on hitting apexes. 78		
CAMARO SS				/100
NISSAN SKYLINE				/100
CORVETTE	3	Good car control. Needs to work on 74 lines through corners.		
MUSTANG				/100
Insurance				
PAS laps	3		CR	
Sighting lap	PP		CR	
DON'T FORGET TO CHECK OUT THE PHOTOS AND VIDEOS TAKEN OF YOUR EXPERIENCE! AVAILABLE AT THE MEDIA CENTRE! 				

Staff working for CAR CHASE HEROES for the first time will be paid £100 per day for their first event.

After their first event, a rate of pay is to be agreed between Blendini MS Limited and the Subcontractor. This will vary between £80 and £225 per day, depending on job role and experience. The online booking portal will automatically submit your monthly invoice, which will be paid on the 20th, or as near as possible to the 20th day of the following month.

If you have not provided your payment bank details previously, or there are any changes to these, you must send these to ceri@carchaseheroes.com BEFORE pay day on the 20th, failure to do so will result in your invoice being rolled over to the next month's payment date.