



Blendini MS Ltd
Unit 5, Parc Business Edwards, Llantrisant, Pontyclun, CF72 8QZ

www.carchaseheroes.com www.udrivecars.com



Dear Subcontractor,

Welcome to the Car Chase Heroes and U Drive Cars 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 or staff member. We provide driving experiences in a range of vehicles from supercars and muscle cars to HGVs. We are the fastest growing driving experience company in the UK and throughout the year we have thousands of customers drive with us. We have a set of values and expectations that set us apart from the competition and make us the 'best in the business'.

Uniform

Black polo shirt– Provided when possible

Black jacket – Provided when possible

Black shoes or race boots – no trainers

Black trousers – no jeans

Please bring a clipboard and pen/pencil

We appreciate you ensuring you are always presentable.

Our branded clothing is available to buy and we would like every member of staff to at least have a T-shirt/polo shirt and jacket. This helps us look professional and allows customers to identify who is staff. We recommend everyone brings pens and any other equipment needed to do your job, you are employed on a self employed basis and as such need to provide your own equipment.

Arrival / Finishing times

Sessions begin at 8.30 am so we request you arrive promptly at 7.30 am. Sign on and hospitality staff should arrive no later than 7.20am ready to start work with customers at 7.45am. There will be an instructor briefing at 8.00am.

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.

If you are trained and allocated to load cars onto trucks at the end of an event you will be paid an additional £50.00 on your wages.

Structure of the day

Sessions begin between 8.30am and 9 am and run in hourly slots.

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

Car Park and Crowd Management – this is the first point of contact for customers, and it is vital they are met by a professional and friendly face. The key aspect of this role is ensuring customers are directed to the correct location, parked safely and happy on arrival. Management of traffic flow and parking spaces means customers start their experience off in the right way.

Clipboards and Sign In – Once the customer arrives on site they must go through our sign in process to register for their drive.

Clipboards is the name given to the member of staff who manages the Sign On Queue and explains the Damage Waiver to customers. It is important that the person on clipboards understands the waiver and its implications for customers. If you are booked for this role, you should read and understand the form. Should you have any questions please speak with your Sign On senior. A positive attitude is key in this role, you will be the only person at this event that meets and talks to every customer, you can make or break their whole experience.

Sign On is the next part of the process, at this point the Damage Waiver should be understood by the customer. When working Sign On it is important to be methodical about what you do, mistakes at this stage have implications for pitlane. You will have a sheet with every customer and the car(s) they are driving you must cross reference their booking with the cars available on the day. You will also know if they have the Damage Waiver, a Sighting Lap and a High-Speed Passenger Ride. Please note if the customer doesn't have these, they can add them at sign On, they can also add additional laps and extra cars (subject to availability).

Instructors – Instructors are in the car with customers as they drive.

We are a driving experience company not a race/rally school. We provide customers with the opportunity to drive rare, exclusive and iconic cars in a controlled, safe environment. It's important to remember that customers have not been sold a race experience and that speed and risk must be managed as much as possible. Do not push a customer to drive quicker, or take further risks when on track. You have a brake (and clutch if required) on the passenger side of the car, you are expected to use these in car in necessary to slow a customer down or avoid an accident. The main role of an instructor is ensure customers have a good, safe time whilst protecting the companies asset.

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 www.carchaseheroes.com or www.udrivecars.com You will be assigned a car at the beginning of the day by our Chief instructor and required to complete a log 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 needs to be approved by either Event manager or Chief mechanic. 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.

Please leave books and folders in the cars at all times.

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 / U Drive Cars 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 or three 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, brakes, 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.

Extra Lap Sales - We offer customers the chance to purchase extra laps on the day and require your help in doing so. Extra laps are available at between £10-20 per lap depending on circuit and car. As long as you do not feel the driver is incompetent, it is part of your job to offer the customer the chance to continue driving for X amount per lap. We do not ask for any sort of hard sell, just that you offer customers the chance to continue. As a reward for this we will pay you 10% of all extra lap sales gained at the end of each day so you can fairly easily add £20-30 per day to your wage.

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. All customers now need to be walked to and from cars, please help our Co-Ordinator's out with this whenever possible.

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.

If you do run out of fuel on circuit and require recovery, causing delay to the running of the day, please expect to forfeit your break to catch back up.

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, Stoneleigh, Dunsfold, Bicester, Norfolk, 3 Sisters, Perranporth and Bovington now have dedicated junior circuits which we will point out to you. All Junior drivers should use hazard warning lights to indicate a Junior drive. Junior drives are 3/6 miles or 10/15 minutes – whichever you reach first.

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 car's 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. If you are not sure the video is being recorded – CHECK, please do not risk going out as missed videos cost us time and money.

All customers will have a driver's card and an SD card, these should be presented to the instructor before the drive starts. The driver's card will show the customer's name, their booked experience and if they have items such as a Damage Waiver and Sighting Laps. The instructor is to check and use

this information to ensure the customer gets their correct experience and that the company assets are protected. The SD card should be placed in the camera before the drive and the instructor must ensure that the recording is working correctly. Once the drive is completed write a comment and provide a score, as a guide score should be around 70/80 for their first drive and increasing incrementally if their drive is good. Please do not score drivers in the 90s for first drives! If a customer is particularly poor star their card and score in the 70s, this will let the next instructor know to modify their instruction accordingly. It is your responsibility to check the car before the start of the day, record any damage in video and in the cars book. A recorded walk round of the vehicle is required at the start of every day. If at any point in the day, there is a mechanical issue you should take the car to the mechanics and report the issue to the chief instructor and pit lane manager. Any spins, cone strikes, or off-track excursions must result in the customer being brought back to the pits and reported to the chief instructor. If the customer has caused damage and they do not have the waiver they are liable for the first £5000 of any repairs. If unreported damage is found the instructor in the car will be held responsible for that damage.

Customer Drivers Card

Customers will arrive according to their designated times and will be signed on by the admin team; they will be given a driver's card which will indicate the vehicles they are driving or being a passenger in, including anything they have purchased along with any additional extras. All customers will receive a full safety briefing prior to getting into the cars. Co-Ordinator's 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 coordinator's 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. 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.

Below is an example of an uncompleted and a completed ticket to enable you to familiarise yourself with the layout.

Car Chase HEROES **DRIVER'S CARD**

NAME: _____ **ARRIVAL TIME:** _____ **DAMAGE WAIVER** **JUNIOR**

MILES	CAR	INSTRUCTOR COMMENTS	/100

WANT TO KNOW YOUR PLACE IN THE QUEUE FOR A CAR?
VIEW THE LINK BELOW ON YOUR PHONE!
carchaseheroes.com/ontheday

SHARE TO WIN!
Win a free drive in a car of your choice by sharing a photo of your experience on our Facebook page!
A winner is announced every month!

@carchaseheroes Thank you for driving with us! www.carchaseheroes.com

Each car has a designated chair, in which your next customer should be sat waiting, please make yourself familiar with which chair is allocated to your car and then collect your next customer from the chair if you find yourself waiting. Please do not just sit in your car and wait for someone else to find your customers for you.

Invoicing

All invoices must be sent to carchaseheroes01@gmail.com. There must be one invoice per month, for the calendar month. These must be received by the 10th of the month for payment on (or as close as possible to) the 20th of the month. You will be paid a trial day rate of £100 initially, once you have successfully completed an event your day rate must be confirmed by Wesley Knight.

	Day Rate
Instructors	
In Training	£ 100.00
Bronze	£ 135.00
Silver	£ 150.00
Gold	£ 160.00
Ultimate	£ 175.00
Ultimate +	£ 180.00

Hospitality	Day Rate
In Training	£ 100.00
Bronze	£ 130.00
Silver	£ 150.00
Gold	£ 160.00
Ultimate	£ 175.00
Manager	£ 200.00

Thank you for choosing to be part of the Car Chase Heroes and U Drive Cars team, we look forward to working with you.

If you have any questions about your role please contact Wesley Knight on 07400433217 (Whatsapp)

Wesley Knight
Blendini MS Limited