



Hello Race Fans! We have recently taken the data from a survey that we had our customers complete and we have taken some measures to improve your experience with us. One of them most common concerns was reaching us via telephone live. Although we are very aware that we are tough to reach at times and have previously made attempts to correct this problem - we have yet again take further action!

**YOU CAN NOW BOOK THREE (3) DAYS IN ADVANCE FOR PUBLIC RACING!**

In addition, we have put together a small list below with some tips for when and how is the best way to reach us:

In order to serve you the best, we can book 2 people on the phone in our timing system at one time (plus the people that are in the facility). As multiple calls come through at once - this can prevent us from answering the phone.

Here are some tips to help you get in contact with us easier and with less delay:

- Best times to call would be weekdays before 3pm, as the late afternoon and evenings are our busiest times
- Reservations start at 9:30am from Monday - Tuesday and 9am from Wednesday - Sunday

***Indoor Kart Racing @ TBC***

*2100 Viceroy Place*

*Richmond, BC, Canada V6V 1Y9*

*Phone: (604) 232-9196*

*Fax: (604) 232-9197*



- Previous to the above date, you could only book up to 2 days in advance. **Now, you can now make reservations up to 3 days in advance.** We suggest that you call as far in advance as possible to get your desired times for racing. calling in one day before or the day of makes it much harder to get your preferred times
- Thursday - Sunday are our busiest days and we suggest that you make your plans at your earliest convenience
- You can call a week prior to get a general idea of what time slots are taken by our corporate groups
- If we are unable to answer please leave us a message on our answer machine and we will do our best to get back to you as soon as possible, if no one has called back, please try our phone lines again
- You may also send us an e-mail, however speaking to someone live is best
- If in the area feel free to drop by couple days prior to ensure your spot

We apologize for any inconvenience, we do our best to answer all calls and return all messages as promptly as possible.

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