



TERMS & CONDITIONS

HEALTH AND SAFETY STATEMENTS

GENERAL SAFETY

- Everyone wants to have a fun, safe Event. Please follow all safety instructions of AdventureORX personnel and other Event rescue personnel.
- If you feel that you cannot safely execute any Event activity, please let an AdventureORX staff member know. We are here to assist.
- AdventureORX reserves the right, in AdventureORX's sole discretion, to remove from the Event anyone that we determine to pose a threat to the health or safety of any participant or attendee of the Event.

SAFE DRIVING

- If you do not have any experience driving off-road or in extreme conditions, let us know. We are here to help you have fun and learn to drive safely.
- If our AdventureORX personnel determines that your driving poses a threat to the safety of yourself or others, we may require you to take a one-hour driving training session with qualified AdventureORX personnel.
- If you refuse a driving training session, refuse to follow the safety instructions of AdventureORX personnel or any other Event rescue personnel, or continue to pose a threat to the safety of yourself or others, we may immediately remove you from the Event.
- You may not participate as a driver if you have any alcohol or performance-impairing drugs on board at the time of the Event. If you require medications for a health condition that may impair your driving performance, please confer with an AdventureORX staff member before the Event so that we can assist you.
- All drivers must be over 18 years old and hold a valid driver's license.

ILLNESS PROTOCOL

- If you have a fever, please **do not** come to the Event. Call (888) 260-5744 and advise AdventureORX staff that you have a fever and cannot attend.
- It is imperative for you (and your guests) to self-monitor for the following symptoms:
 - Fever or chills
 - Cough
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
- Call (888) 260-5744 to reschedule should you be experiencing any of the symptoms listed above at the time of your event.

COVID-19 PROTOCOL

- If you have a known exposure to COVID-19 you should test yourself after five days of exposure and monitor your symptoms. If you become symptomatic at any point, please do not come to the event. Please call (888) 260-5744 and we will assist you in rescheduling your Event.
- If you have contracted COVID-19, you should not come to the event until 5 days have passed and you are fever free without fever reducing medications. You may come after five days of symptoms but will need to wear a mask for the remaining five calendar days.

ADVENTURE ORX WELLNESS PROTOCOL

- We are adhering to all local and state guidelines.
- We ask that you please comply with all applicable public health orders.
- AdventureORX will provide hand sanitizer for participant use. Please do your part and use the provided hand sanitizer.
- AdventureORX is not responsible for transmission of COVID-19 or any other infectious disease during the Event.

BRONCO AND BRONCO SPORT OWNER DEPOSITS AND FEES

- Verified owners of a qualified 2021 or newer Bronco; 2021 Bronco Sport First Edition; 2021 or 2022 Bronco Sport Badlands; or any 2023 Bronco Sport will receive one Owner Credit to cover the cost of the Off-Roadeo experience. All other associated event costs are as follows:
- There is a \$50 non-refundable, reservation fee to make a reservation.
- A \$150 refundable owner deposit is collected at the time of registration and will be refunded after attending your Off-Roadeo event and after taking delivery of your vehicle, if you have not yet taken delivery. Please note that deposit refunds are issued to the original form of payment.
- When finalizing your reservation, you may also select an optional \$75 Vehicle Damage Waiver.
- Additionally, you may add up to 3 accompanying guests to your reservation. All guests must be 12 years of age or older, be registered prior to arriving onsite, and must pay a guest fee. One (1) Bronco vehicle is included per reservation. For guests who are 18 years or older with a valid driver's license at event who wish to drive may participate as a Driving Guest for \$595 each, plus tax. Non-driving guests ages 18 years and older may be added for \$495 each, plus tax. The fee for children ages 12-17 is \$395 each, plus tax.
- Please note that all Off-Roadeo participants will be responsible for lodging and travel to and from the event.

BRONCO RAPTOR OWNER DEPOSITS AND FEES

- Verified owners of a qualified 2022 or newer Bronco Raptor will receive one Owner Credit to cover the cost of the Off-Roadeo experience. You must take delivery of your vehicle to register and attend. All other associated event costs are as follows:
- There is a \$50 non-refundable, reservation fee to make a reservation.
- A \$150 refundable owner deposit is collected at the time of registration and will be refunded after attending your Off-Roadeo event. Please note that deposit refunds are issued to the original form of payment.
- When finalizing your reservation, you may also select an optional \$150 vehicle damage waiver that will limit your financial responsibility to \$3,500 if any vehicle damage is incurred during the event.
- You may bring up to 2 guests over 12 years of age to accompany you to the Raptor Experience. The cost per guest is \$995 and all guests must be registered prior to arriving onsite. Guests who intend to drive a Bronco Raptor onsite must be at least 18 years old and provide a valid driver's license at check-in. There is one provided Bronco Raptor vehicle per registered owner, so your guests will share a vehicle with you. Those guests 18 years or older with a valid driver's license will share driving time with you if you choose.
- Please note that all Off-Roadeo participants will be responsible for lodging and travel to and from the event.

BRONCO, BRONCO SPORT AND BRONCO RAPTOR CANCELLATION AND RESCHEDULING POLICIES

- Cancellation Policy:
 - **31+ Days Before Your Off-Roadeo Reservation** – Canceling your reservation 31+ days in advance will result in a \$150 cancellation fee plus loss of the non-refundable \$50 reservation fee. Any guest fees will be refunded.
 - **30 Days or Less Before Your Off-Roadeo Reservation** – Canceling within 30 days of your reservation will result in a \$150 cancellation fee plus loss of the non-refundable \$50 reservation fee. All other event costs (e.g., Guest Fees) will be non-refundable, except the vehicle damage waiver. Owners who cancel in advance will retain complimentary attendance of Bronco Off-Roadeo, for as long as they are eligible.

- **No Show to Event** – If you fail to cancel your registration in advance and do not show up on your scheduled event date, you will be charged \$150 cancellation fee, plus the \$50 non-refundable reservation fee and no event costs will be refunded. You will forfeit your complimentary attendance of Bronco Off-Roadeo for the vehicle associated with your reservation.
- **Option to Postpone Your Off-Roadeo Reservation** – If you are unable to attend your Off-Roadeo event, but aren't quite ready to reschedule yet, you may postpone your reservation. Postponing your reservation puts it on hold and allows you to come back within 30 days to reschedule your experience. Your deposit, reservation fee and any applicable guest or damage waiver fees will be held for your future reservation. You will be charged any relevant rescheduling fees at the time of rescheduling. Your rescheduling fee is based on how many days out from the event date the reservation was postponed. If a new reservation is not made within 30 days your reservation will be cancelled, and all cancellation fees will apply. Your cancellation fee will be based on how many days out from the event date the reservation was postponed. For more information or to postpone your reservation, please contact Program Headquarters at (888) 260-5744 for assistance.
- Rescheduling Policy:
 - **31+ Days Before Your Off-Roadeo Reservation** – You may reschedule your Off-Roadeo event for a \$50 administrative fee per occurrence.
 - **30 Days or Less Before Your Off-Roadeo Reservation** – You may reschedule your Off-Roadeo event for a \$50 reservation fee plus a \$100 rescheduling fee per person (Owner & Guests). Owners who reschedule will retain complimentary attendance of Bronco Off-Roadeo, for as long as they are eligible, regardless of when they reschedule.
- Guest information can be edited at any time. If you need to remove a guest from your reservation, the following terms will apply:
 - **31+ days before your reservation** - Your guest fee will be fully refunded, and no additional fees will apply.
 - **30 Days or less before your reservation** - For each canceled guest, there is a \$150 cancellation fee.
 - **Same day** - For same-day cancellations (or a no-show to the event), your guest fee will not be refunded.

RETURN OWNER CANCELLATION AND RESCHEDULING POLICIES

- Cancellation Policy:
 - **31+ days before your Off-Roadeo event** – \$200 cancellation fee. All other money will be refunded.
 - **30 days or less before your Off-Roadeo event** – \$250 cancellation fee, plus \$150 cancellation fee for each paid registered guest. There will not be a cancellation fee for the free guest included with the limited time offer. All other money will be refunded.
 - **No Show to Event** – If you fail to cancel your registration in advance and do not show up on your scheduled event date, no event costs will be refunded.
 - **Option to Postpone Your Off-Roadeo Reservation** – If you are unable to attend your Off-Roadeo event but aren't quite ready to reschedule yet, you may postpone your reservation. Postponing your reservation puts it on hold and allows you to come back within 30 days to reschedule your experience. Your program fee, and any applicable guest or damage waiver fees will be held for your future reservation. You will be charged any relevant rescheduling fees at the time of rescheduling or cancellation fees if you choose to cancel. Your rescheduling fee is based on how many days out from the event date the reservation was postponed. If a new reservation is not made within 30 days, your reservation will be cancelled, and all cancellation fees will apply. Your cancellation fee will be based on how many days out from the event date the reservation was postponed. For more information or to postpone your reservation, please contact Program Headquarters at (888) 260-5744 for assistance.

- Rescheduling Policy:
 - **31+ days before your Off-Roadeo event** – You may reschedule your Off-Roadeo event for a \$50 reservation fee per occurrence.
 - **30 days or less before your Off-Roadeo event** – You may reschedule your Off-Roadeo event for a \$50 reservation fee plus a \$100 rescheduling fee per person (owner and guests).
- Guest information can be edited at any time. If you need to remove a guest from your reservation, the following terms will apply:
 - **31+ days before your Off-Roadeo event** – Your guest fee will be fully refunded, and no additional fees will apply.
 - **30 days or less before your Off-Roadeo event** – For each canceled guest, there is a \$150 cancellation fee. There will not be a cancellation fee for the free guest included with the limited time offer.
 - **Same day** – For same day cancellations (or a no-show to the event), your guest fee will not be refunded.

WEATHER AND UNANTICIPATED EVENTS

- In the event of severe or inclement weather, AdventureORX may determine that it is in the best interest of safety to either delay or suspend an Event.
- AdventureORX personnel have the authority to mitigate on-course risks, including those related to lightning and high winds. All participants must comply with the directions of AdventureORX personnel that are intended to mitigate identified course hazards.
- AdventureORX is not liable for any failure which occurs as a result or consequence of any cause beyond the control of AdventureORX, including strikes, labor disputes, government restrictions or regulations, limitations on travel or gathering of groups, limitations or restrictions on hotels, travel or transportation facilities, commodities or supplies, or other calamities or casualties, acts of war, terrorism, disaster, civil disorder, epidemic, pandemic, or public health emergency, or severe weather event or other Act of God (individually or collectively, a “Force Majeure”). AdventureORX may, in its sole discretion, resume or reschedule any Event which is canceled, postponed, or terminated due to Force Majeure.

EVENT PRIVACY POLICY

The base AdventureORX Privacy Policy is available at <https://broncooffroadeo.com/privacy-policy>

In addition, AdventureORX collects and uses information as follows:

- We collect personal information from you to:
 - Enroll you in AdventureORX Events
 - Manage and administer the AdventureORX Events
 - Provide the Event-related services to you
 - Comply with legal obligations
 - Pursue legitimate interests, such as the effective and efficient operation of our business and those of third parties such as our sponsors and vendors
 - Correspond with you regarding the Event and provide other information we believe you may be interested in
 - Market our services, including by using your name and/or image, as described further below
 - Evaluate our services
- Data Sharing: We share your information with:
 - Our sponsors and vendors
 - Third parties when needed to provide supplies and services
 - Other companies that provide goods and services that might be of interest to you
 - Governmental agencies that have jurisdiction over our activities

- Data Retention: We retain your data for as long as it is required for our business purposes.
- Cookies: We use cookies to track movement through our registration process, remember your preferences and improve your user experience. Some cookies are required for our registration process to function. Other cookies can be turned off through your browser settings.

PHOTO AND VIDEO RELEASE: By entering into the Event location, you and any individuals accompanying you each grant to AdventureORX the unqualified right to film, photograph, videotape and otherwise record you, in any form or format, and grant the perpetual right to use, publish, broadcast and exhibit, without compensation, your photo, recording, likeness or image (“Image”) for any purpose. You, and any individuals accompanying you, hereby waive, release, and forever discharge AdventureORX from any claim or action arising from or related to the use of any Image. If you do not want your Image to be used, you must notify AdventureORX in writing at: 500 Town Center Dr., Dearborn, MI 48126.

PERSONAL PHOTOGRAPHY: While you are welcome to take personal photographs of your party, please do not take photographs of others at the Event without their permission.

MERCHANDISE RETURN POLICY

We want you to be happy with your Bronco Off-Roadeo purchase. If it isn’t quite what you expected, we offer returns or exchanges in most cases.

For items purchased at one of our Bronco Off-Roadeo locations:

- Items can be returned or exchanged within 21 days of purchase.
- Please contact (info@broncooffroadeo.com) for a Return Authorization.
- All returns or exchanges must be shipped back to us within 10 business days of receiving written approval for the return or exchange.
- If a shipping label is required, the shipping cost will be deducted from the total credit due.
- Certain products cannot be returned or exchanged. These include:
 - Perishable items, including food or drink items, unless the item is defective
 - Personalized items
 - Items that were marked as “Final Sale” at the time of purchase
- Items must be returned in new and unused condition, with all original packaging and tags attached.
- Bronco Off-Roadeo reserves the right to refuse any returns which do not meet our return policy requirements or are returned without an RMA.

Returns

- We will refund the original payment method, subject to an \$8 return fee.
- If you prefer, we will offer you a credit you can use at the web store, without the \$8 return fee. Please contact Program Headquarters at info@broncooffroadeo.com for instructions for redemption.
- To return an item please email info@broncooffroadeo.com with:
 - Your order number
 - Item(s) you wish to return
 - Reason for your return
 - Your preferred credit method. Please note the shipping cost will be deducted from the total credit.
 - Once approved, you will be contacted via email with a prepaid shipping label and next steps
 - Upon receiving the shipping label and securely packaging your item(s), make sure to include your original invoice or order confirmation to prevent any delays in the returns process
 - We will process your return once it is received and evaluated at our warehouse
 - Refunds can take up to 10 business days to appear in your account

Canada, Mexico, and other locations

- We regret that we are not able to offer returns for products shipped from Canada, Mexico, or other, non-U.S. locations.
- All orders shipped to Canada, Mexico and other non-U.S. locations are considered Final Sale.

Defective Items

- If an item is received damaged or defective, please contact customer service immediately at info@broncooffroadeo.com or at (888) 260-5744.

Returned to Sender / Refused Packages

- Orders refused or deemed undeliverable by UPS will be returned to our warehouse. All packages returned to our warehouse will be treated as returns. We will return the items to stock for web store credit less an \$8 restocking fee.
- Contact us if you have any questions regarding your return or exchange. We are available 9am–5pm EST Monday–Friday (excluding public holidays) at (888) 260-5744