



LOTUS CARS LTD

FACTORY TOUR INFORMATION

Thank you for your interest in visiting Lotus Cars production facilities at Hethel, Norfolk.

Tours (lasting 1.5 hours) take place at the following times (except company holidays) and are priced at £20.00 per person. Student visits are priced at a reduced rate of £15.00 per person. Our factory tours are very popular due to the success of the Elise and **all tours must be booked in advance.** To book a tour please telephone 01953 608547 (24 hours) or by email to alancaster@lotuscars.co.uk

WEDNESDAY'S at 10.30 a.m. and 2.00 p.m.

Please observe the following guidelines:

CAMERAS

Please be aware that all photographic equipment including video cameras and mobile phones with cameras are **prohibited** on site at all times.

TOUR NUMBERS

The maximum number of people allowed on a tour at any time is 12. This is for safety and insurance reasons, as visitors will be touring our working manufacturing facilities.

FIRE ALARMS

In the event of a fire a continuous bell will sound. Any guests attending a factory tour will be asked to follow their guide immediately to the nearest fire assembly point.

CHILDREN

The minimum age which children are allowed to visit our facilities is 8 years old. Please be advised that parents/guardians are responsible for their supervision at **all** times. Company policy requires for one supervising adult per 3 children. Please note that parties of school children under 12 years of age are prohibited on site.

COMPLIANCE WITH LOTUS ON-SITE POLICY

Whilst on Lotus premises we would ask that you comply at all times with the Lotus on-site policy, in particular, relating to security and health and safety. Please follow the instructions of your guide at all times. Lotus reserves the right to remove persons from its premises for non-compliance with this policy.

RIGHT TO CANCEL

Save where you have booked a Tour that is to take place in 7 days (or less) or where you are booking your Tour with a voucher, you have the right to cancel your Tour with no penalty if you cancel in the following manner. You must provide notice in writing within 7 days, starting on the day after you receive this letter. Please write to "Annette Lancaster" at Lotus Cars Limited, Potash Lane, Hethel, Norwich, NR14 8EZ. You may send this notice by post, fax or e-mail, or deliver it by hand. You are required to return the goods to us at your cost and risk.

If you cancel in the manner referred to above then we shall refund the total amount of money paid by you for the Tour. If you do not cancel within the period and the manner referred to above you may not be eligible for a refund. Refunds shall be made to the original purchaser only.

Once again, thank you for your interest in Lotus Cars and I look forward to meeting you.

Annette Lancaster

