



## Instructor Handbook

*This collection of documents represents the ongoing effort to safely improve the overall guest experience by providing the best in-car instruction possible.*

*These “Best Practices” will be the standard at which all Instructors will be reviewed against. Any changes that will be made to this document will be done so by the Safety Team. All instructors will be required to study and comprehend the policies and procedures in pages 2-29 as well as familiarize yourself with the XX glossary at page 47 before joining Xtreme Xperience at their first event. Xtreme Xperience typically runs three lap sessions with all guests. In the event that the track length is below 1.4 miles, we will run a 4 lap program. The goal of the Xtreme Xperience Instructor is to offer a SAFE and Fun ride consistently with any Guest, in any Supercar, at any track.*

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## **Safety and Guest service**

Safety and Guest Service are both important and should go hand in hand, however ***Safety is absolutely our #1 priority.*** If the event is not safe, if cars are inoperable due to incident or failure, we have no product to offer. Likewise, if we're not friendly, helpful, upbeat, engaging, and providing the excellent entertainment the Guest is looking for, we also have no product to offer. Common courtesy, being genuine, establishing a good rapport, friendly interaction and professionalism will go a long way, in both Safety and Guest service. In the event of an incident, we still need to remain positive and pleasant, allowing the event Management to mitigate and deal with the situation. Keep your conversations positive and succinct, **do not** speculate or share information that may not be pertinent or may cause a Guest to question Safety as a priority of the Program. Applicable fines will be discussed between the GM and the Guest. It is not part of your job to cover this, but there are fines associated with **ANY** off or incident.



## Track Coning

**Yellow - Lift Zone:** Ahead of heavy braking zones, two yellow cones together prior indicate **LIFT**. Have your Guest smoothly lift off the throttle if they are at “full speed”, if they are running “half speed” they may be able to carry their speed further depending on the upcoming corner.

**Red - Braking Zone:** Depending on the intensity of the braking required, individual Red cones in increments of 40 to 180 feet will indicate the **braking** zone. If there is a braking zone that has four 100’ markers, there will be four individual red cones evenly spaced. The greater the potential top speed, the longer the braking zone, the more individual red cones there will be. Instructors will have guests begin braking at the first red cone and continue through the final red cone until sufficiently slowed. It is always the goal to do as much braking in a straight line, prior to the corner to ensure Safety.

**Orange - Turn-in:** Tall upright orange cone with a medium orange cone laying down next to it, indicates the turn-in point. The cone laying down is pointing in the direction of the turn. Instruct your guest to wait until you are next to the cone and turn in the direction it is pointing.

**Green - Apex:** Tall upright green cone on the inside of the corner is the **Apex**, the location where your Guest should be looking through the turn and coasting to. Instruct your guest near the Apex, prior to tracking out and beginning smooth acceleration.

**Orange Single upright - Track out:** small orange cone on outside of turn exit is the **Track out** point. Instruct your guest near the track out cone and keep your Guest looking further ahead, as well as bring the vehicle to that side of the track after passing the apex. Some corners may omit a track-out cone if you are heading directly towards the next Apex, or if your customer needs to have their eyes ahead on the opposite side of the track for the next corner.

**Blue/Orange Cones:** - Pit out/in markers to remind you to start/stop the video recording system (“V-Box”) Any supercar going on track requires a video recording. The cone system that guides you around the track is designed to be the most sustainably safe and fun way to get around any given circuit. Please keep in mind that sometimes a circuit is coned in a way that is safer rather than quicker. All Instructors **must follow** the XX coning whether they are riding or driving in any XX car. A popular occurrence with Guest-related incidents is that they are not driving the XX line and increase their speed beyond the ability to maintain track limits. A slower Guest that is not following the cones well is of less concern, but as a Guest increases their speed it is **imperative** to get them back onto the XX line before their speed gets any higher to help ensure the Safety of everyone on track.



## XX Flag System

1. **Yellow**
2. **Black**
3. **Red**
4. **Local Yellow**
5. **Meatball**

In lieu of physical corner workers, Xtreme Xperience communicates its flagging with in-car radio communications. In the event of any flag, the instructor is **responsible** for calling in the flag when safe to do so. Instructors should press and hold the mic trigger for 1 second before they begin speaking and continue depressing it until 1 second after their communication is complete. Instructors must ensure their radio and microphone are in an accessible and consistent position where it will not be accidentally turned off, switched to a different channel or triggering a “Hot mic”. **A “Hot mic” occurs when an Instructor’s radio is accidentally queued and interrupts all other on-track communications.** This is an incredible liability to our program and we must ensure that the “hot mic” does not occur. All radio calls should be clear, calm, and concise. If a flag occurs, the involved Instructor will not return to the right seat before a debrief with a Chief Instructor or Safety member is conducted. This debrief should be conducted forthwith and identify the cause(s) of the incident and what might be done differently to avoid further incidents. Always get confirmation of your radio transmission with regards to ANY type of flag. If an instructor witnesses a flag scenario that is not called in, they should secure their video and report it to the Chief Instructor or Safety Manager. Remember that not calling a flag is worse than the flag itself and will not be tolerated. In the event of a Red Flag, Local Yellow, or anything pertinent to the entire group, calls should be repeated by an Instructor who is more than halfway from Pit Lane to ensure continuity to all other Instructors.

### Yellow Flag:

#### When Do You Call A Yellow Flag?

- 2 wheels off track surface (grass, dirt, gravel, curbs less than 3” transition, rumble strip)
- Minor, yet significant slide with single correction, staying entirely on the driving surface. This is more to help dial the Guest back than to check for damage afterwards. You may also call a fake yellow by pretending to cue the mic and calling a yellow flag as a tactic to help deter your Guest from over-driving.
- **NO Contact** with foreign object (cone, sign, marker, wall, car, Wildlife, etc.) \*Any type of Contact becomes a black flag



### How Do You Call A Yellow Flag?

- Radio call is “**Yellow Flag, Crimson Ferrari**” (or whichever Supercar you’re in) to alert Pit Manager/Tech so that vehicle and video may be evaluated once returned to the tech area on pit lane.

### What to Do If A Yellow Flag Is Called?

- Complete remaining laps with Guest, but an **affirmative action** must be taken on the part of the Instructor. “We are going to need to settle down or we **WILL** be going back into the pits early, do you understand?”. It is important to achieve verbal confirmation from your guest to ensure they will not repeat their errors.
- Upon returning to pit lane, have the Guest stop vehicle at Tech area to be inspected.
- Instructor and guest remain in the vehicle until advised otherwise by Safety, Chief Instructor, Chief Tech or GM. Our guest will remain in the vehicle while the Instructor communicates with Technicians outside of the vehicle. Both the instructor and guest are to stay in the tech area until released by a Safety Manager, Chief Instructor, Chief Tech or GM.
- Video pulled for review/evaluation by Tech and incident report completed.

## Black Flag:

### When Do You Call A Black Flag?

- 2 wheels off with a transition **greater than 3”**.
- 4 wheels off track surface. (grass, dirt, sand, gravel, curbing, etc.)
- Running over aggressive gator curbing.
- Contact of any kind (cone, sign, marker, wildlife, etc.)
- *Aggressive, multi-correction slide which warrants a conversation on pit lane, even if there is no contact or wheels off track, etc.*
- Unsafe or out of control driver. The radio call is “**Black Flag, Driver, Crimson Ferrari**”
- A driver that is experiencing motion sickness but is able to return to pit lane safely. (If it is unsafe then a red flag must be called)

### How Do You Call A Black Flag?

- Radio call is “**Black Flag, Crimson Ferrari**” (or whichever Supercar you’re in) to alert Pit Manager/Tech so that vehicle and video may be evaluated once returned to pit lane. *Black Flags can be related to; Contact, Media, or driver and should be announced accordingly to help prepare Pit Lane Staff.*



## **What to Do when a Black Flag Is Called?**

- Regardless of which lap you are on, it will become a cool-down lap and you will pit in that same lap. Drive at a reduced pace back into the pit lane to the Tech area. Be mindful of quicker traffic approaching from behind to not compromise their drives.
- Instructor and guest remain in the vehicle until advised otherwise by Safety, Chief Instructor, Chief Tech or GM. Our guest will remain in the vehicle while the Instructor communicates details of the incident with Technicians outside of the vehicle. Both the Instructor and guest are to stay in the tech area until released by a Chief Instructor, Safety Manager, Chief Tech or GM.
- Video pulled for review/evaluation and incident report completed.
- Inform Safety team about potential issues that were observed/experienced in the current vehicle to ensure safety during potential re-drive.
- If you feel unsafe, allow XX senior personnel the opportunity to talk with this Guest that has shown the potential to overdrive or go off track.
- If we deem them unsafe or incapable of listening to achieve a safe and enjoyable drive, they will be parked. Instructors should not hesitate to black flag an erratic driver in fear of being reprimanded by their peers. The safety of our Instructors, the Guests, and everyone at the event is always our greatest concern. We will always support the Instructor who feels unsafe and handle each unique situation accordingly.

## **Red Flag:**

### **When Do You Call A Red Flag?**

- Anytime a vehicle stops on or off track (track hazard, spin, mechanical issue, impact or collision)
- Any Impact with a wall, barrier, car, wildlife, etc., something that likely caused damage to the vehicle rendering it unsafe to drive.
- Medical Emergency; Sick guest (on track)
- Unsafe driving conditions (Weather, track hazard, degrading track surface, visibility, spectator in unsafe location, etc.)
- Spectator in an imminently dangerous location (on the hot side of track).
- If a vehicle has a system failure, malfunction or incident that renders that vehicle unsafe for operating condition (i.e. substantial mechanical issue, air-bag deployment, windshield bird strike, tire deflation, etc.)

### **What to do in the event of a RED FLAG?**

- **SAFE or IMPACT?** There are three types of Red Flags, it is important to identify each of the protocols accordingly. Upon the Red Flag radio call,



communicating “impact”, “safe” or “fire” immediately is critical information to the pit/safety manager.

### **\*IMPACT” and “IMPACT FIRE” incident\***

- Stop Vehicle(s)- Assess Situation, Check for Fire
- Radio call including the term “Impact”.
- Stay in Vehicle unless **fire/smoke is present (make control aware of fire)**
  - **The radio call would be RED FLAG IMPACT FIRE (repeat 3x)**
- If the vehicle is on fire, ensure it is safe for yourself and your guest to exit and head to a safe location away from the vehicle(s) and off the track surface.
- Relay information to the pit manager, look for any additional track hazards.
- Talk with your Guest, check for Injuries, avoid speculation or blame.
- Continue Guest Service, wait for Emergency Assistance to arrive.
- Remain calm, comfort your guest
- Push the record button to finalize the video onto USB for the Safety Team, then Turn the Vehicle engine off if it is still running.

### **How Do You Call A Red Flag**

- Radio call is: “**RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP ON TRACK! IMPACT! RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP ON TRACK! IMPACT!**” Radio silence from **ALL Instructors** not involved in the incident or Red Flag communication.
- Pit Manager, Instructor calling **RED FLAG**, and **ALL** lead car drivers switch to channel 3, **all other instructors remain on Channel 2** and continue to interact with your Guest in the car. Keep calm, communicate with your Guest and stay alert for more information on channel 2. Be aware Lead cars will **immediately** respond to an impact/fire scene on the left side of the track.
- If you are involved in an impact (with car, wall, barrier, foreign object or animal), and a Red Flag radio call has not been made, (and you are able to make the radio call) make the call immediately.
- If there is a vehicle stopped and a RED FLAG CALL has not been made, the first car to discover the scene will make the RED FLAG CALL. The Instructor(s) involved in the impact incident should focus attention on their Guest(s) while the safe Instructors continue radio communications.
- If the Instructor involved in the incident and another Instructor both call the red flag, the Instructor involved in the incident should tend to their guest while the other Instructor finishes radio communication.
- Pit Manager and/or Safety will dispatch Fire/Rescue/Med and Lead cars to the scene. \*Responding Lead car Instructors will follow Lead Car Red Flag





Response SOP.

- Once a Lead Car Instructor or Safety Manager arrives on scene, responsibility for relaying further information to the Pit Manager is their duty.
- Guest and Instructor will be evaluated by EMS, treated and transported if necessary.
- All USB's that show any incident will be collected and reviewed.
- Any Instructor has the authority to call a red flag, from any location, including outside of a car if they witness an unsafe condition on track. Instructors on track should also be aware that the radio transmission may not have communicated well throughout the entire track. Consider repeating the call to help relay it to those who are on the far side of the track, especially if you witness vehicles still in motion.
- An effort to preserve the video is critical, if the car shuts off, push the blue button asap to finalize the recording before the system shuts down.

### \*Non-Impact Red Flag\*

**Example: Customer drives off track, has not hit anything, but cannot ensure safe reentry to the racing surface.**

- Radio call is: **“RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP ON TRACK! SAFE! RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP ON TRACK! SAFE!”** Radio silence from **ALL Instructors** not involved in the incident or Red Flag communication. *(unless you see cars not stopping, repeat red flag call)* Instructor of the vehicle involved in the Red Flag incident relays information to the Pit Manager and awaits further Instruction.
- Pit Manager, Instructor calling **RED FLAG**, and **ALL** lead car drivers switch to channel 3, **all other instructors remain on Channel 2**
- Stay in Vehicle unless **fire/smoke is present (make control aware of fire)**
- **The radio call would be RED FLAG, FIRE (repeat 3x)**
- The Instructor Calling the Red Flag should relay calm, concise information to Pit Manager regarding details and location of incident: (**“Safe”** Vehicle and location)
- Pit Manager and/or Safety will determine if Fire/Rescue/Med and Lead cars are to be dispatched to scene.\*Pit Manager will dispatch necessary units.  
\*Responding Lead Instructors will follow Lead Car Red Flag Response SOP.
- In the event a vehicle leaves the racing surface with a transition, Tech Team will be dispatched to the scene and determine the proper steps necessary to move the vehicle back to pitlane or an alternate location.
- Involved vehicle(s) will have USB video pulled, Guest and Instructor will be evaluated by EMS, treated and transported if applicable.





**What to do when a Red Flag is called while you're on track but you're not involved in the incident.**

- **ALL CARS STOP IMMEDIATELY.** Ensure there is not another Supercar immediately behind you and then instruct your guest to a smooth, controlled stop on the right hand side of the track surface. **Do not pull off the track surface unless necessary and avoid stopping within 200 feet (10+ car lengths) of blind sections of the track including corners or crests.** Remain stationary, foot off brake, vehicle in Park if applicable.
- Pit Manager will “**Black flag all cars**”, all cars return to pit lane.
- Pit Manager will have **ALL** non-involved Guests and Instructors stay with their vehicle for re-drive. USB's will be pulled and new ones issued for re-drive. If your Guest has another supercar drive on their USB, alert the Technician so they can transfer files.

**Local Yellow:**

**When Do You Call A Local Yellow Flag?**

- Changing weather conditions on/near track, an object (animal, blowing trash, rock(s), cone, vehicle part) that is in close proximity to the track surface and could potentially become a greater issue.
- Spectator(s) approaching an imminently dangerous location (cold side of track).
- Radio call is “**Local Yellow in turn # 4**”, or “**Local Yellow between turns 4 & 5**” and gives a **brief** description of the scenario, so as to make the other Instructors aware of location and concern.
- Pit manager takes note and dispatches Lead car to mitigate when applicable.
- Instructors monitor the situation each lap to assess the necessity of calling “**RED FLAG**” if the object becomes a safety hazard.

**Meatball situations : Black Flag/RED FLAG Meatball:**

**When Do You Call A Meatball Flag?**

- A mechanical issue with the vehicle while on track.
- If you notice a change with the vehicle while on track (warning light, windshield chip, minor noise) the radio call is “**Meatball, Crimson Ferrari**”. If the Pit manager confirms that it does not affect the function and performance of the vehicle, finish the three laps and stop at the tech area at the end of your drive.
- If you notice a change with the vehicle that immediately affects the performance and/or function of the vehicle (engine noise, bad vibration, power steering failure), the radio call is “**Black Flag Meatball, Crimson Ferrari**” (or



whichever car you're in and Immediately pit next available time by.

- V-Box isn't producing a solid blue light. *Blinking occurs if GPS lost signal can be intermittent.* If no solid blue light is achieved before Pit-in, **"Black Flag Media"**.
- If the Supercar and/or Lead Car you are in becomes disabled and is unable to continue at a safe speed relative to the other vehicles on track, or becomes inoperable (flat tire, loss of engine/transmission), this is now a **"RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP ON TRACK! SAFE, MEATBALL! RED FLAG, RED FLAG, RED FLAG; ALL CARS STOP ON TRACK! SAFE, MEATBALL!"**

When you switch to channel 3, inform the Pit Manager the location and status of your vehicle. ***This includes Pit lane entrance in the event you block other vehicles' access to safely exit the racetrack or be in a potentially vulnerable position.***

## Pit Lane Protocol

- When staging Supercars, ensure proper placement of Guests according to ability the in-car Instructor has ascertained (Experienced, motivated, comfortable). If the guest is "comfortable", the Instructor will signal with a rearward pointing thumb, or the Instructor will say **"Crimson Ferrari is comfortable."** If "experienced", the Instructor will say **"Crimson Ferrari, front of pack."**
- Assess the Guest's potential skill based on whether they have completed a Lead Car ride, have done previous drives that day, and inquire about any previous track experience they might have. The more intelligently we stage Supercars, the better chance we have of reducing on-track passing. If you have an "Experienced" or "Motivated" guest you should prioritize getting your Guest staged to the front quickly to make it a more enjoyable experience for all Guests in that session. It is important to make this assessment as soon as possible to avoid a traffic jam on pit lane trying to accommodate a late request.
- **Technicians regularly check the tires and brakes and will have their hands and instruments in and around the wheel wells of the Supercars and Lead Cars. Technicians will place a fluorescent green card on a hook in front of the Instructor on the windshield during their inspections. The card has "stop" printed on it and will be visible by the in-car instructor as well as the pit manager to ensure that the technicians are kept safe. Please ensure that the vehicle is kept in Park and that the Guest's hands are not on the shifter during the inspection.**

### Expediting

- **"Expediting" refers to an Instructor that is out of the car helping a Guest make their way from the lines at "Helmet Land" and comfortably seated and buckled into their supercar.**
- **"Expediting" a guest into a Supercar specifically refers to getting a Guest seated**



and buckled comfortably in a car with excellent control over the brake pedal, and their hands at nine and three with a slight bend in their elbow in a target time of 15 seconds. The less time the expeditor spends, the more time the Instructor in the car can discuss items pertaining to driving Safely and proficiently on track.

- An instructor that is out of a car and not on break should stay readily available to expedite (or Instruct) in the area near Helmet Land without blocking the view of the Helmet team or obstructing traffic of Guests or Supercars.
- Instructors should never tear off tags and send Guests to cars on their own.
- Instructors should greet the guest and learn their name, determine *which* Supercar they have been assigned to and collect their USB drive so that they can immediately hand it to the in-car Instructor as soon as you open the door.
- Open the door for your guest and tell them to watch their head as they enter. For taller Guests, move the seat back ahead of time for ease of entry.
- Once they are seated with their shoulders back they should place their right foot on the brake pedal and briefly depress it fully and ensure that they still have a slight bend in their knee. If the Guest is struggling to fully depress the brake pedal, then they should be moved forward.
- Have guests place their hands *overtop* of the steering wheel, adjust the wheel to be just below their wrists. Adjust the steering column accordingly to provide proper control over the steering wheel including a soft bend in their elbows and clearance from their knees.
- For larger Guests, entering the vehicle head-first is the best option. If a Guest has head-clearance issues, slide their seat forward and then recline the seat rearwards to try and create more headroom. The limitations of moving forward to accommodate a taller Guest will be when their knees get too close to the dashboard, or becoming otherwise cramped. If this cannot be achieved, or if the Guest does not fit in other dimensions, please radio for your pit manager to come and make an assessment. Guests should not be sent out in vehicles where their necks have to be tilted to accommodate them inside of the vehicle. It is likely that the next Guest in line will be sent to that Supercar while a solution is found for the initial Guest.
- Please **avoid** techniques such as having the Guest practice steering left and right to assess fitment, this time is preferred to be spent with the Instructor in-car.
- While expediting, it is a great time to glance at the dashboard and check the fuel level, if it is at or near half, report it to the pit manager in person.
- Expediting Guests to the Lead cars can be achieved by walking them to the Charger and opening the doors for them, cultivating excitement along the way. Similarly, Guests on return from the Lead car can be greeted and sent back to Helmet Land inquiring them on their thoughts of the Lead Car ride.
- If you are in need of an expeditor, try to acquire one off of the radio first, and then if need be one time on the radio. "Green Ferrari, Expeditor please." If you do not



get a response, you may have to “self-expedit” where you vocalize to the Guest how to manipulate the controls. Avoid reaching over Guests to adjust them.

### Pit Lane Hand Signals

- **Open Hand-** If an Instructor has an empty Supercar without a Guest, they should raise their hand high out the window so it can be seen from Helmet Land.
- **Thumbs up-** If an Instructor has **the car in gear** and is prepared to go on track, a Thumbs up will let their Pit Manager know they are ready to stage. **DO NOT SELF RELEASE AT ANY TIME.**
- **Back of the pack-** In lieu of a radio call, an Instructor can point their thumb rearward with motion indicating they have a more comfortable driver and would like to start towards the rear. Subtly works well here, so as to not draw any unwanted attention from the driver’s family, etc. The Pit Manager will nod and stage you accordingly, you can cease any movement with your hand to avoid alerting your Guest or spectators.
- **Front of the pack-** In lieu of a radio call, an Instructor can have a standard thumbs up with a little bit of up & down motion to let the Pit Manager know that they would like to be towards the front.
- **No Instructor-** If a car is going to be left empty, please move the car to the most forward position on pit lane.

### Passing

Passing occurs **only** via Instructor to Instructor communication, via point by, or when necessary by \*two-way radio. Instructors in both vehicles involved in a pass should have their left hand by the steering wheel at the 3 o’clock “**risk ready**” position before the pass begins & until it is entirely complete. This serves as both a visual signal/reminder to the guest that they are being passed/passing, and is a safety precaution to enable the Instructor to immediately control the wheel during the pass if needed. Passing is the singular most potentially hazardous maneuver that occurs on track and should be respected accordingly. The Instructor **MUST** make their Guest aware that the pass is occurring with advanced notice. Immediately after a pass has occurred, each Instructor must be on high alert as the faster driver may have felt held up, or the slower driver may overdrive to keep up.

### Communication for Passing

#### Instructor to Instructor:

- Pit lane grid position is a critical decision to help mitigate excessive passing on track. (comfortable vs experienced/motivated). Safest pass **is** on pit lane.
- **Watch your mirrors and listen to your radio!** If an Instructor is not checking their mirrors it can immediately result in compromised drive(s)



behind them or even result in unsafe driving from a frustrated Guest. Ensuring that you check your mirrors every 3 to 5 seconds is a key part of instructing with Xtreme Xperience to keep all Guests safe and happy.

- All **three** mirrors will be set to the Instructor to ensure the Guest is not distracted by things in the mirror, potentially resulting in contact with curbs, cones, etc.
- Preemptive preparations are a key component to any pass. The Instructor in the vehicle to be passed should set-up the pass in a safe and adequate passing zone and have their Guest lift off the gas, or even lightly apply the brakes to ensure a safe and efficient pass.
- Passing **should be initiated** with an exaggerated wave pivoting from the shoulder (but not required), followed by a **clear and decisive point by signal using a stationary and sustained point-by, with the right hand remaining out of the window until the trailing car has passed.**
- \* Verbal confirmation on the radio for multiple vehicles to pass **MUST** be given as well as the point-by. A separate stationary point must be given for each car to pass, which means your right hand **must break the plane of the window designating each pass individually.**
- Ideally, the radio call is made ahead of time, **“Crimson Ferrari giving a pass for two after the next turn”**. The point-by(s) will not be given until the Guest in the leading Supercar is **COMPLETELY** under control.
- If the two over-taking Supercars are not offered a pass in advance, either one can make a radio call, **“Crimson Ferrari we are requesting a pass for two after the next corner”**. In this case the Crimson Ferrari should confirm on the radio **“Copy, Crimson Ferrari pass for two”** and then give two individual point-bys as described above and **ONLY** when their Guest is in complete control and they are in a safe passing zone.
- Left hand should be in the **Risk-Ready** position next to, or on the steering wheel at 3 o'clock.
- The Instructor in the leading Supercar is **committed to honoring the pass/passes** once the wave is given, unless conditions have changed resulting in an unsafe condition. If the condition does change, (animal running onto track, vehicle failure, track condition change, etc...) the **VERBAL** command of **“STAND-BY”** or calling off the pass(es) over the radio **MUST** be given.
- **Do not cut off the car you have just passed, leave plenty of room after the pass before gradually moving back online.**
- It takes two Instructors to make a bad pass but It is **ALWAYS** the final discretion of the Instructor receiving the point whether it is safe to take the pass or not.
- It is the responsibility of the Instructor in the overtaking car to execute any pass safely. If the given point-by for the pass is not going to be taken, radio communication **must** be given to refuse/delay the offered pass.



- Radio communication is permissible when needing or giving any pass but is **MANDATORY** for all multi-car passing or when we are in wet track scenarios with “**windows up**”. You can lower windows to make passes.

### Instructor to Guest communication:

While on track, stay positive and proactive in your communications;

- *“There is a faster car coming, let’s set up a pass and let them by.”*
- *“There are multiple cars we’re going to allow to pass.”*
- *“We’re coming up on a slower car, let’s stay at least 3 car lengths from them and wait for my instruction to pass.”*
- *“As soon as the first car gives us the signal to pass, we’ll go with the car in front of us.”*
- *“Let’s lift off the gas and give them some space and then see if we can catch them again.” (We refer to this as “fishing”)*
- *“Since we are catching the lead car, let’s give them some room to teach their passengers and then we’ll go catch him again.” (Example of fishing)*

### Passing Protocol and Safety tips:

- **SAFETY** is **ALWAYS FIRST** and Instructors will always err on the side of caution!
- Passing can be greatly reduced with communicating with your Guest on pit lane by inquiring to what their personal objectives are for their drive.
- Ask if the Guest has done the Lead-car ride along. If they have not and appear nervous or apprehensive, you should stage at the rear of the field.
- If they have done the Lead-car ride, have driven on-track today, or have other track experience, please prioritize being staged towards the front.
- If you are the Supercar immediately behind the Lead Car, please **IMMEDIATELY follow them on track and match their speed**, then build a 3-5 car length after the first several corners.
- Instructors **must** produce a 5-7 second gap between Supercars when exiting pit lane. Passing is **not permitted** within the first 3-5 corners (tracks may vary) which necessitates a proper gap. The singular greatest complaint a Guest will have, is being held up on track. The root cause for most Guest complaints (paired with poor 360° awareness) is insufficient gaps at the beginning of the sessions which results in increased passing.
- Stay positive during a drive with a Guest that is overtaken several times. Help keep them from becoming embarrassed or frustrated by engaging their strengths.
- Exercise 360° awareness and avoid focusing solely on your Guest.
- Speak clearly and directly about the instructions you're giving.
- Use hand signals clearly and distinctly, with the Guest/ Instructors.
- Prepare your guest for the upcoming pass regardless of position.
- If you’re on your final lap with just a few turns to finish, go fishing.





- Attempt to time and plan your pass or being passed, according to the aforementioned Passing Zones to minimize the disruption for both cars.
- Passing should be accomplished in lower speed areas wherever possible vs the high-speed zones. Avoid passing in narrow sections or tight “esses”.
- Most of our Guests want to go as fast as they’re comfortable or get the most out of their drive. Passing only becomes an issue if they feel they were not able to accomplish this. Following another car at a static distance of greater than 6 car lengths is totally acceptable & some Guests benefit from following someone else.
- If your Guest is clearly faster and within 3-4 car lengths of another car, accomplish the pass quickly and safely. Upon completion of a pass, return the focus to driving the line and smooth inputs and avoid your Guest overdriving.
- If you do not receive a pass prior to a long straight-away, it is **required** that you reset a full 5 second gap to ensure there are no closing speed issues in the braking zone. Guests that you want a pass from are likely to go slower than you on straight-aways and we must avoid dangerous encounters while traveling at significantly different speeds.
- Most Guests do not have an issue with being passed, if their Instructor keeps it positive and it is accomplished quickly. Never dwell on the pass, instead refocus the Guests attention on driving the line, smooth inputs and positive reinforcement.
- If your Guest is held up by another car, assess the situation. What can you do to reduce the frustration and increase the satisfaction? Is the car in front of you behind the Lead car? Are there multiple cars being held up? Is there a large gap to the car behind you? Are you the last car in the group? Does the Instructor in the car in front of you have his/her hands full with a difficult Guest? Has the Instructor in front of you seen you? Can you slow your Guest in one section of the track to allow them to finish on a positive note? Many times, the answer to your problem is the space available behind you.
- Remember to **ALWAYS STAY POSITIVE!** It is up to you to change the dynamic in any situation that is within your control to safely do so.
- **REMOVE ANY INSTRUCTOR EGO**, remember this is the Guests experience, not yours, this pertains to the right seat **and** ride alongs.
- **Supercar colors:** as you review this handbook you will notice we referred to our **Ferrari as Crimson**. Our goal is to avoid the use of the word “red” for any reason other than a **Red Flag** at any point during the event. All calls will be in the **color/car** you are in at the time of the radio call using an alternate for “red”. Therefore it is important that you always know the car you are in.
- All cars are numbered on rear bumpers and side windows and also can be used to identify a car, it is important to know what number car you are in.
- The *Front Lead* car is the **ONLY** car that may **NEVER** be passed.



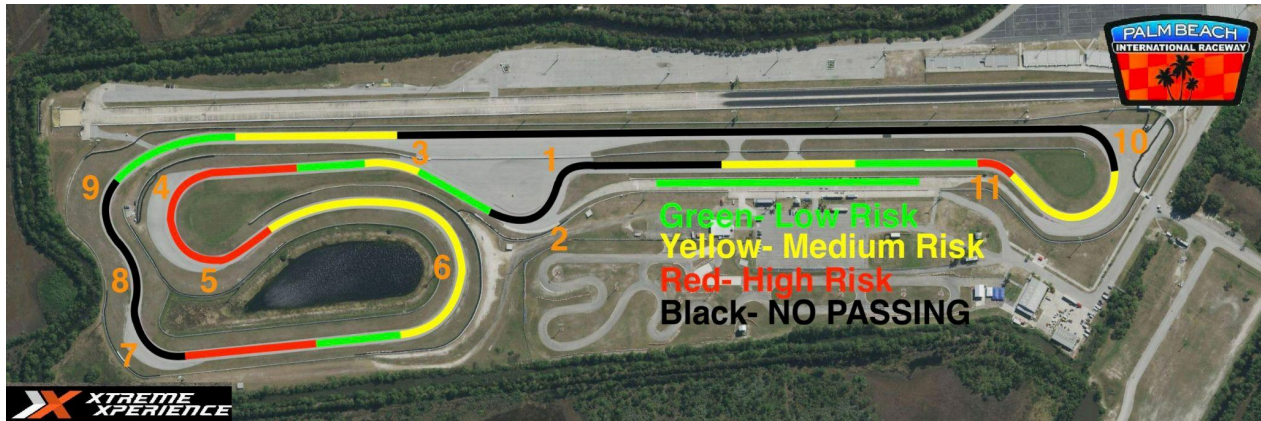


- The *Front and Rear Lead* will turn on their flashers which alerts others on track that they do not want a pass from you. On the last lap the lead car will turn on flashers at the point they are not asking for a pass from your guest. The rear lead will also follow this protocol.

**Windows-up Passing:** In the event of rain that requires running with the windows up, passing communication will occur over the radio in lieu of hand signals. Passing communication must occur without any ambiguity that would pose danger between the cars involved, or mislead un-involved cars that those calls are for them. Ideally the car to be overtaken would notice the car behind them and would initiate the radio call sequence, but the trailing car can initiate it as well. If the leading car is offering a pass, the radio call would be; "The blue Lambo is giving a pass for the Green Porsche on the passenger side on the exit of this corner". The trailing car would then radio, "Copy that, Green Porsche passing the Blue Lamborghini on the passenger side at the exit of this corner". It is then the responsibility of each Instructor to have enhanced risk-ready posture while the pass is occurring. If the trailing car has to request a pass, the sequence is : "This is the Green Porsche requesting a pass from the Blue Lambo." The Blue Lambo would then initiate the pass as normal; "The blue Lambo is giving a pass for the Green Porsche on the passenger side on the exit of this corner". The trailing car would then radio, "Copy that, Green Porsche passing the Blue Lamborghini on the passenger side at the exit of this corner". As with any pass, if there is any question of Safety, the pass should be delayed over the radio and attempted again from the beginning once it is safe to do so. If we are in a windows up scenario it is permissible to put the window down and give a traditional point by.

## Passing Zones

*The safest and best passing zone is on Pit lane ahead of your drive.* Passing zones on-track are broken down into four levels of risk; Low, Medium, High and NO PASSING ZONES. Low risk areas are always the preferred passing zones but medium risk areas can be safe for passing so long as both Instructors are diligent to eliminate further risks. High risk passing zones should only be used in the event that the leading supercar is at a low speed (25 mph max) and the second car slows down to that speed before passing. Extreme caution should be used along with your best judgment to safely execute all passes.



### Low Risk: (Green)

- Low speed, wide and straight portions of the track.
- Low speed, increasing radius corners.
- Beginning of straightaway prior to acceleration.
- Track position/timing where verbal communication is easy.
- Flat and clear areas of the track with good visibility through corners.

### Medium Risk: (Yellow)

- Sweeping corners (track width minimum width of approximately 30')
- Short Straightaways (flat areas of track)
- Medium-speed, large radius corners.
- Early portion of straightaways ( $\approx$ 30-40 MPH Maximum speed)

### High Risk: (Red)

- Off camber areas
- Braking Zones
- Corners over 90 degrees
- Straightaway (minimal speed differential and under 40 MPH acceptable)
- Narrow portions of the track (straightaways or medium/large radius corners only)

### No Passing Zones: (Black)

- Chicanes & hairpin corners.
- Blind corners or crests.
- Straightaway once into accelerating areas (no passing above 40 MPH)
- Up or downhill on approach to braking zones or corners.
- Instructors conducting passes in "no passing zones" are subject to removal from the program.

### Considerations:

- Prioritizing safe passing prior to long straight (many Guests are here just for straight-away)
- Large speed differential on the straight-away is unsafe.
- No passing should be done while above 4/10 pace.



- Guest ability may be a limiting factor to consider **before** executing a pass.
- Safest passing is done in Pit Lane
- When in doubt, delay the pass!

## Morning Warm-Up

- Vehicles will be fully prepped and Tched each day prior to warm-ups. Technicians will confirm the following: Wheels torqued, Tire pressures, measurement of brake pad and tire depths, oil and brake fluids checked, windshields cleaned, overall vehicle condition, warning lights noted and adjustments made. Vehicles will be started and allowed to reach a proper operating temperature (160 degrees) prior to warm-ups.
- On track vehicle warm-ups are designed to assess operating functionality of each vehicle. Warm-ups are also the time to familiarize yourself with the track layout, cone layout, escape routes for possible on track issues, areas of concern discussed in morning meeting, passing zones and nuances specific to current track.
- **NO PADDLE SHIFTING ALLOWED other than Charger Lead Cars.**
- Video Recording - **ALL** track sessions are entirely recorded to V-Box as indicated by a continuous blue light on the USB interface.
- Only qualified Instructors or Technicians are to conduct vehicle warm-ups. With approval, other qualified personnel may only participate in the second session after the car has been deemed nominal by an Instructor or Technician.
- Radio checks will be conducted prior to any vehicle going on track
- Ride-alongs during warm-ups may be offered to Safety/Medical personnel, XX TEAM members, track personnel, and Family and Friends with prior approval. Helmets and any other safety gear deemed appropriate, must be worn during warm-ups. **All participants must sign waivers first.**
- Initial warm-up laps to be conducted at a reduced speed to get heat into tires/brakes and fluids.
- Additional laps will increase in speed, but **never** beyond 7/10.
- A 5 second gap between all cars is **mandatory** on track. All Supercars not actively involved in giving or receiving a pass should always make it their goal to have a consistent 5 second gap as often as possible, regardless of speed. The benefits of a consistent 5 second gap are aplenty including; increased available reaction time amongst fleet of entire field, professional appearance of uniformity, increased space allows for increased enjoyment while maximizing Safety. Instructors who are consistently unable to maintain a minimum gap of 5 seconds may be black-flagged so that they can witness the re-explanation of benefits on pit lane. It is



understood that newer Instructors may exceed the 5 second gap while they learn the traits of each car within their comfort zone.

- Warm-up laps will be a 4 to 5 lap session with an additional full or half lap cool down. The Safety Team will decide on the amount of warm-up laps based on available time, weather, drive counts, etc.
- **Passing drills are to be conducted** (multi-car & windows up passing)
- A “RED FLAG” drill will be conducted during the 1st session of warm-up laps to ensure all Instructors are familiar with the proper procedures. All drills should be treated as if they were real scenarios to help extract maximum benefit from the exercise. Each responding Instructor will practice all of the radio calls, approach and communication techniques regardless if they were the first to arrive on scene. All other Instructors not involved in the drill should abide by Red Flag parking procedures and get their car into park or neutral and remain off of the brakes. If any non-involved Instructors choose to follow radio calls on channel 3, they must not cause delays by not hearing “Black flag all” calls on channel 2.
- **Lead and Senior Lead Instructors** may instruct Technicians to 6/10 during warm-ups. The Technician will drive the first session so that they are available to fulfill their responsibilities afterwards. Treat the Technician as a VIP Guest and ensure you are not promoting or allowing them to overdrive.
- Please remember that the objective of Warm-ups is to help benefit our Guests and improve Fleet sustainability. Any Instructor who is found to be over-driving during warm-ups may be subject to disciplinary action ranging from an exclusion from driving privileges or removal from the program.

## XX 7/10 Defined

Our 7/10 program applies to **ALL** Supercars, Lead Cars, inclusive of the track surface, the Guest, as well as the Instructor.

This is always limited by the **lowest common denominator**.

- Supercars should never exhibit signs of instability or engaging the ABS system while braking. Cornering should be conducted in a manner that does not induce any signs of Understeer. Throttle application throughout and while exiting a corner should be moderated to not induce any oversteer. If these conditions exist, the driver has gone beyond our 7/10 driving threshold and must immediately slow down below 7/10. Trail braking is never permitted. All Xtreme Xperience vehicles will be operated in the approved modes **only**.
- 7/10 of the Driver includes showing signs of over-driving; “white knuckles”, “red mist” or any indication that they are not listening or are overwhelmed.
- 7/10 of the track includes keeping a 3’ distance from curbs, cones, grass etc.



- There are 3' pieces of Orange tape at each Apex cone. The tape may also be added at any turn-in or track-out cone that is a known trouble area.
- 7/10 of the track surface includes when conditions are variable and we may have to dial back to maintain safety. If weather conditions continue to worsen, the Safety Manager will assess, along with feedback from the Instructors. We *will* operate in wet weather conditions as long as we can **safely** do so. Operating in rain with minimal standing water, a sufficient grip level and adequate visibility. Any instructor may black flag if conditions warrant so.
- 7/10 of the Instructor includes remaining cognizant that although the Instructor, Supercar and/or previous Guests were able to achieve certain performance levels, there is zero guarantee that the current Guest can achieve those same levels of performance safely.

## Communication

### Radio Channels & protocol

- CH.1- Event General Manager/also used to reduce chatter on CH. 2
- CH.2- Instructors/Pit Manager/Tech
- CH.3- Safety Team/Pit Manager
- CH.4- FOH/Guest Services

The radio system that we use is a critical component to our Safety on the race track. We keep Channel 2 clear as often as possible to allow a Red Flag to be called at any time. The radio is also necessary to confirm multi-car passes and communicate with your Lead Car driver when you need a "draft". The more we talk on the radio, the less we all begin to listen which puts our program at an increased level of risk. It is imperative for every Instructor to be listening to the radio and be readily available to respond when called. Please ensure your radio earpiece is properly situated with adequate volume, and that the radio itself is positioned in a way where it will not be accidentally cued up via the radio side button. Position your microphone so it cannot be triggered by your seat belt under braking or cornering. Radio calls are **clear, calm, and concise**, taking up as little air-time as possible. Please remember to trigger up your radio one second before you speak and hold the trigger one second afterwards. Lead Car and Pit Managers, limit your calls to 5 seconds when starting or finishing your session so that we keep things clear for those still on track.

### What do you do before you talk on the radio?





- Before you talk on the radio, listen to make sure no one else is already talking, or in between paired-calls such as;
  - "Lead car, you are good to go, good to go" and "Instructors, Blue lights on, three laps, etc."
  - "All cars pit, pit, pit, the green lambo has one more lap" and "copy that, all cars pit, pit, pit, the Green Lambo has one more lap."
  - "Black Flag blue lambo, meatball" and "Tech copies, Black Flag Blue Lambo Meatball"

These calls are going to always have a paired call and if you hear the first call you should know it is not a good time to assert yourself on the radio.

- Avoid using the radio to announce you will give a pass in the next corner, please skip the extra step and just give a standard wave to let the Supercar behind you know that a pass is coming, and the corresponding pointby to let them know which side to pass on. **Please** do not use the radio unnecessarily when we have hand signals in place to avoid this.
- Avoid making a radio transmission to let the Supercar you just passed know that they did a great job. Once you have passed, give them a thumbs up or a "shaka." If we are being distracted by making a radio call to say that, we risk getting behind and also remember you are speaking these words into *your* customer's ears which may be a bit confusing or distracting as you hit the open track.
- Avoid announcing you are a ride-along on the radio. Instead, having your thumb up out the driver's side window is a silent way to communicate to your Pit-Manager so they can stage you accordingly.
- Avoid lengthy "copying" of transmissions and misuse of terms
  - "Control, the Blue Lambo is getting fuel after this session."
  - "Copy, Blue Lambo Fuel"
- Keep your "copy" brief and concise, or use a visual confirmation such as a thumbs up.
- 'Copy that' is a term used by people using a radio to communicate that they received a message. 'Roger that' is another radio response used to communicate that you received a message and intend to act accordingly. "Roger Wil-co" is short for "Roger, will comply".
- Avoid using the radio on pit lane for a task that can be achieved by gaining assistance from someone on foot nearby your car.
- Avoid calling for an Instructor over the radio for relief when you are out of the car and in a position to get into that car yourself. Remember



that once your break is complete, you should have your helmet on, ready to jump into a car that needs a replacement instructor.

### **Pit Lane Guest Communication**

**Pit Lane:** While in the pit lane, Instructors are to follow the **B.E.S.T.** practice.

- **Buckle:** Ensure the Guest is buckled and has the proper seating position.
- **Explain:** Explain your hand signals, cone review, 3' rule and passing.\*
- **Signal:** Signal to the Pit Manager that you have completed the essential info needed and you are ready to stage. (Thumb up)
- **Test:** Test the Guest on the hand signals and other pertinent information from the Instructor Video Review form.\*

\*If your Guest has prior experience, prioritize staging first and then review hand signals, etc. Staging first and then reviewing, will help to avoid being at the back of the field for the experienced Guest. If your guest is comfortable, has no experience, has not done the lead car, we consider them "comfortable" and signal the pit manager the thumb back out the window.

\*You may request a [Instructor Video Review](#) from the Safety/CI team verbally or by placing a colored sticker from the Glovebox on the Guest USB which will be retrieved at Front of House by a member of the Safety/CI Team

### **What are the essentials to cover?**

- **Intro-** *Ensure the V-box USB video is recording\**, Introduce your Guest's name, your name, the Supercar you're in and the track you are on. *\*blue light is on*
- **Wristband/Stamp-** Ensure your Guest has a red wristband and has attended class where they receive a stamp on the wristband.
- **Past Experience-** Determine if your Guest may have prior experience, or if they might be "comfortable". If they have driven other cars that day, begin tailoring the program to their goals. Look out for qualifying statements and clues to ego or disposition. Watch for the attitude signals that may lead to communication or flag conditions as the Guest gets more confident. *Set expectations* based on prior experience and their goals.
- **Hand Signals and Cone Review-** Covers most important information they receive on track. Also review track specific terms used (Your side, My side, Big Brakes, roll in the throttle, gently brake, etc.) Do not only say "apex cone", instead identify the apex by instructing them to the green cone and direct their attention to that side of the track. (Green Apex cone, Yellow Lift cone, Red Braking cone, Orange Turn-in cone)
- **Three Feet** distance from all curbs, cones, edge of track surface, etc.
- **Passing-** Explain that we allow passing, only under your direction. "You may





see a wave that is not an invitation to pass, only pass when I say it is safe to do so" (*When you are taking a pass*) "A faster car is coming up let's get to one side of the track so we can allow a pass to occur. Get out of the gas for a moment, never come to a stop" (*When you are giving a pass*)

- **Looking ahead** - Explain that the further ahead the Guest looks the slower the corners will come towards them allowing their brains more time to process what is coming next.

## Hand Signals Used:

In addition to verbal communication, Instructors are required to use hand signals in the Guest's eye sight (between the dash and rear-view mirror). The following are Xtreme Xperience's required hand signals. **All** hand signals must be done with the Instructor's left hand to ensure the Guest can see the hand signals clearly.

- **Brake** - A closed fist sustained **until** braking is complete, opening your hand only when the speed has been reduced adequately to safely enter the next corner. Explain that if you are pumping your fist it means you immediately require more brake pressure.
- **Your Side** - (Left) - Sweeping open hand to the left.
- **My Side** - (Right) - Sweeping open hand to the right.
- **Lift** - Upward motion with an open hand.
- **Accelerate** - Forward, slow-paced and **brief** rolling motion with an open hand. If you are accelerating onto a straight away, transition from a rolling motion to a stationary arm forward to avoid over-encouraging your Guest.
- **Pointing** - Index finger to point towards a particular cone or reference point.

## In-Car:

When on track, Instructors are to use the **B.E.S.T.** acronym for staying focused and on brand.

- **Breath**: Take big breaths, remain calm and focused, have your Guest take a breath if needed to calm them down.
- **Eyes Up**: Your eyes should be **well ahead** of your Guest adjusting for their reaction time.
- **Simple**: Keep your verbiage simple and easy to understand.
- **Tip**: Provide them with positive feedback on what they did well, a way to improve, then another thing they did well to keep things positive. It is important to remember this isn't an HPDE event.

Your Guest is here to have fun and we shouldn't expect them to be perfect. ***We never want to grab the steering wheel to fine-tune their line as long as they are safe and having fun***, then we are content with their performance. We encourage and congratulate our Guests on their own personal improvements and keep the Xperience about them.



### Additional Communication:

- **DO NOT** drive or push your Guest beyond where **they are comfortable**. Their 7/10 is vastly different from your previous Guest, certainly different from your 7/10. Allow your “comfortable” Guest to drive at their pace and enjoy **their drive**.
- When on your final lap, alert your driver well before you approach the pit lane entrance (**several turns ahead**) to avoid missing it.
- Communicate proactively to your guest that a pass will occur.
- Offer to join them again on their remaining drives when possible.
- Explain if you’re going “fishing” that it is to maximize their experience.
- If you feel the need to redirect or regain the attention of your Guest, tapping their arm between the shoulder and elbow is permissible. At **no time** is touching or pressing on a Guest's leg appropriate or acceptable.
- If your Guest is not driving the “driving/racing line”, but is still operating the vehicle in a safe and controlled manner, you may communicate to them how to better drive the appropriate line. Only take control of the wheel to avoid causing or allowing an incident such as going off track, contact, etc.
- Blend line - It is **imperative** that every single vehicle, driven by a Guest or Instructor is minding the blend line. Typically, we extend the blend line to the apex of the first corner to ensure there is minimal risk. We also are mindful of the blend line when we are entering the pit lane. There is **zero tolerance** for not minding the blend line because it poses an incredible risk to our program.

### General Radio Calls:

- **“Lead you are good to go”** Lead car stationed at pit out will announce next session. Lead car **“Blue lights on, 3 laps, 3’, keep them safe, have fun”**
- **“Checker Flag”**: The lead car is starting the last lap and will be pitting.
- **“All cars pit pit pit”** Everyone will pit after this lap. If Front Lead car has passed any supercars, the Lead car will announce **“Crimson Ferrari, Green Porsche have one more lap, all other cars pit pit pit”**
- **“Lead Car, Draft Please”** Lead car is approaching 7/10ths and you want to have them stay closer ahead of you to help keep your Guest within the safe parameters of our program, they will back down to maintain 5 car lengths.

### Emergency Communication:

- In the event there is an impact, the first vehicle to arrive on scene will be the communication link between the scene and the Pit Manager. The Instructor involved will aid the guest if possible. It is important for all Instructors to remain calm and professional during any emergency situations. The communication for this situation is as follows:



- Stop Vehicle(s )- Assess Situation
- **“Red Flag Radio Call”** - Check for Fire
- Remain in the Vehicle unless **ON FIRE!**
- Talk with your Guest-Check for Injury
- Relay Information-Look for any Additional Track Hazard(s)
- Continue Guest Service and Wait for Emergency assistance to arrive.
- **Runner** - If a vehicle begins an extra lap, they are known as a runner. This is a dangerous situation because we are releasing the next group onto the track and we now have to blend that car into the group entering the track. If you are unaware that you are a runner and hear the radio call, you need to have your Guest lift off of the gas and slow the vehicle down. The Pit Manager will advise you over the radio where you are to blend in. Never back up on track to go into pit lane and avoid stopping unless necessary. A Red Flag call can be made if the “runner” cannot be reached via the radio. Minding the blend line is imperative in case there is a runner.

## Guest observations and de-escalation tactics

It is important to keep an eye on your Guest throughout the drive keeping in mind that any drive has the capacity to drastically change over the course of its entirety. The quicker, or more motivated your driver is, the more in depth of a question you should ask them on Lap 2 to help keep them grounded and not let them get to the point of no return regarding their attentiveness, over-driving, etc. Oftentimes Guests will exhibit warning signs on pit lane to show the Instructor that they might be motivated, reckless, or otherwise a handful. If a Guest is misrepresenting a small amount of experience as substantial experience, has racing experience, shows signs of being obnoxious or ignorant about speed and safety, do not ignore these warning signs. Set a clear precedent of staying 3' from the edge of the track, not sliding the car, and the expectation of how your pace will increase throughout the drive.

### Choose your uncomfortable conversation:

In the event that there is a driver who is approaching 7/10, getting too close to cones, curbs, etc. it is imperative to recognize and make an affirmative action before it is too late. Preventing an incident with better hand or vocal Instruction is always your best first course of action to try and avoid the need for a corrective intervention.

The three phases of corrective actions are as follows:

1. Change your tone of voice to a firm demeanor and offer corrections such as, “I need you to show me you are capable of staying 3' away from the cones & curbs otherwise we will have to reduce our pace to ensure safety, do you understand?” or “I need you to apply more brake pressure earlier in the braking zones so that we are not braking so late into the corner, can you do



that for me?” Instances like these you must get an affirmative response from your driver ensuring that they in fact acknowledge and respect your commands otherwise they will have to be black-flagged to ensure Safety.

2. In the event that step #1 is not effective or doesn't present itself; you may find yourself needing to grab the steering wheel to prevent making contact with curbs, cones, grass, etc. It can be uncomfortable to do this because the Guest of course thinks they are doing well, can handle it, or may just be embarrassed. It is always better to grab the wheel and have to say “I was just helping you stay off of those curbs there, let's make sure we are leaving more room in the future, okay?” instead of hoping that they will make the necessary corrections themselves. If you find yourself having to make a steering correction or perhaps tap on the Guest's elbow while yelling “brake harder” at a raised volume, you absolutely want to make an affirmative action to ensure they will make corrections and if it is not agreeable then a Black Flag Driver call is warranted to ensure the Safety of the program.
3. The third tier of uncomfortability comes when an incident has occurred and we now have a solemn in-lap after a flag. In the event that an incident has occurred, remember that we will not speculate good or bad or try to make the Guest feel bad about what happened, or make it seem like it wasn't their fault. It can be uncomfortable to have a conversation with the Safety Manager, Chief Instructor, or General Manager but remember that you are not the one who has committed the flag. Although this may be uncomfortable for all parties involved, we all want to work together to make it as cordial for everyone as much as we can.

Looking at the tiers of escalation here, it is clear to see that the best thing we can do is prevent incidents and uncomfortability for all parties by not allowing the need for phases two and three to occur. This is certainly not always an attainable goal, and flags will happen, and you will be supported, but choose your uncomfortable conversation wisely.

- Change your verbiage to achieve more braking; “Brake harder”, “push the brakes more”, “slow down!”
- Keep your verbal coaching going in a challenging corner; “Turn the wheel more”, “Look towards the Orange cone on my side” (instead of saying don't hit those curbs which will likely put their eyes onto the curbs and increase the chance of hitting them)
- It is imperative that the Instructor has proper risk-ready posture, especially between the turn-in cone and apex cone, so that they are already positioned to correct the wheel all of the way through the track-out point.

### **Driving the Line:**



- Guests who cannot follow our cones are **not permitted** to go fast because they **WILL** drive off of the race track! Correct their line before adding speed otherwise it is our mistake that we allow them to cause an incident. We do not want to point out "you turned in early again" or "you don't seem to understand what you are doing" but we can recognize when our Guests are turning in early and adjust our verbiage to encourage them to be patient and stay "online." If they are picking up speed and still offline, say "Let's back off for just a moment and get back to following the orange and green cones. Once we have achieved that, we can begin to add more speed into the equation." **Many incidents have occurred where the driver was offline for several corners and no adjustments were made.**

## Supercar Ride-along

- A supercar ride-along occurs when a Guest chooses to have their experience with an Instructor driving the Supercar.
- Supercar ride-alongs will be split up amongst qualified Instructors to allow for the shared enjoyment of driving with a Guest.
- Supercar ride-alongs will be positioned at the *rear of the field*, in front of any Rear Lead cars, to avoid interference with Guest drives on the first Lap.
- Instructors **will not pass any Guest drivers on the first lap**, unless the Guest ahead is so "comfortable" as to impede the Instructor/Rear Lead car from a 3/10 Instructional pace.
- Instructors conducting ride-alongs may increase the pace gradually with each lap. (4/10, 5/10, 6/10)
- Instructors may begin to pass Guest drivers on the subsequent remaining laps, but Instructors conducting Supercar ride-alongs will not exceed 6/10 at any point.
- Instructors should be especially mindful of their Guests enjoyment and ensure they are not becoming sick. If this occurs be proactive and slow down, otherwise the radio call is "**Black Flag, Crimson Ferrari sick guest**".

## Instructor off-track Responsibilities

- Instructors will be diligent to monitor their rotation schedule at an average of 3 sessions in and 1 out of the car. Instructors are to take their breaks in the Instructor tent. This rotation is mandatory to maintain **safety** of the program.
- The Instructor tent should be kept organized and clean to help maintain a professional setting for our Guests, to ensure the security of our belongings.
- Instructors should consider checking water coolers to ensure there is water/ice for our Guests and teammates.
- Instructors should report any unsafe conditions, as well as things that may need



attention, such as full trash cans or a bathroom needing cleaning.

- Instructors must avoid congregating at the junction of Pit Lane and Helmet Land where they can impede on the flow of traffic resulting in unnecessary congestion.
- Instructors should avoid congregating on Pit Lane and avoid prolonged conversations with Technicians that may result in them becoming distracted.
- Instructors should always be expediting while on Pit Lane.
- Instructors should always ask the Pit Manager if they can take a break so that they are able to ensure there is enough relief available when needed.
- Tipping is permissible as mentioned to the Guests in the Classroom. We all enjoy receiving gratuity but our focus must remain on the intrinsic reasons we attend XX; Safety, Customer Service, Professionalism, and Education. Never solicit a tip in any fashion. Keep your tips from being visible to other Guests and Team members. If the Guest wants to give you an electronic tip, please have them exit the vehicle and step over to the passenger side, so the next Guest can be expedited. **Our culture is to never make a Guest feel like you want their money.**
- Fueling is done by the Instructor team throughout the day mostly by means of a drop-tank, sometimes it is done at on-site pumps.
- Instructors should be mindful to contribute to fueling to avoid it always being the same Instructors fueling every time.
- Fueling should be done with the **engines off** in **Supercars** and the fueling person should identify the position of the fire extinguisher before they begin dispensing fuel. \*Unless noted otherwise by a Technician/Pit Manager.
- Ensure that the fuel nozzle is returned safely and the pump in the off position.
- If any fuel spillage has occurred, please inform the Safety Manager immediately and do not allow fueling to continue until it has been properly mitigated.
- **Fueling personnel should never leave fueling unattended.**
- **Do not re-enter the vehicle while refueling.**
- **IN THE EVENT OF A FLASH FIRE WHILE FUELING, DO NOT REMOVE NOZZLE FROM THE VEHICLE. BACK AWAY, SHUT FUEL OFF, AND EXTINGUISH USING THE 20 lb EXTINGUISHER. CALL A “RED FLAG FIRE”**

## MSRG Event Registration

[www.Motorsportreg.com](http://www.Motorsportreg.com) (MSRG) will be used for all official registrations for Instructors. Each Instructor is automatically placed ON HOLD when they register and will be confirmed if a position is available.

### How do I register?

- Once you have created a MSRG profile, you will select the event that you would like to attend. Most events are listed 16-20 weeks out from the start of the event.





When registering, it is most important to know the days you are available, if you will need lodging, your method of transportation, and the role you wish to fill. It is to every Instructor's benefit to sign up for any event they are interested in as soon as possible. The earlier the Instructor registers, the sooner they can be confirmed and the more affordable the travel expenses will be.

### **How do I know which role I will be filling?**

- If this is your first event with us, you will register as a New Instructor (NI). You will be assigned a mentor who will help you through the weekend as you learn our program. Once you have completed your first successful event with us, you will then register as a Professional Driving Instructor (PDI). Each Instructor will be asked to designate a "Home Track". If you are within 50 miles/90 min drive from your "Home Track", we do not provide lodging (defined as Tier 2)

### **How are instructors chosen for each event?**

- If more Instructors than slots exist for an event, several factors will be used to determine who will get each position. Considerations include; Instructional quality, safety record, attitude, registration date, tenure with the company, other events attending and more.

### **When will I know if I am chosen for an event?**

- Instructors will be sent a confirmation email if they have been selected. Instructors are usually confirmed 12-16 weeks out. Any instructor that is confirmed for an event is responsible for getting their travel info submitted a minimum of 4 weeks prior to the event. This travel information should be emailed to [Travel@xxspeed.com](mailto:Travel@xxspeed.com) as noted on MSRG event page.

### **Free at-event transportation.**

- Transportation to and from the airport prior to 2100 hours, as well as to and from the hotel to track will be provided free of charge. (If you opt into the free at event transportation and then cancel within (1) one week prior to the event, a \$30.00 per day charge will be deducted from your event paycheck to cover the expense.

### **Lodging**

- Lodging is available for Instructors ranked as a PDI or higher. Instructors may share a room with another XX team member of the same Gender, or if they have a friend/significant other also working with XX they can sign the necessary forms to be roommates with them. If an Instructor prefers their own room, they can book their own room and will receive \$50 per night added into their paycheck. Please be respectful with your conduct in the hotel rooms, lobby and surrounding





areas to ensure we have the best options available to us.

## Drive the Fleet Xperience

- Qualified Instructors (Senior, Lead, seasoned PDIs) are eligible to request a Drive the Fleet Xperience (DTF for short, \*we do not use this acronym with guests)
- The Guest will complete class, then a lead car ride and you will be introduced to them before/after the ride along. This is when you should discuss their motives and goals. (Morning DTF will be paired up for round 2 of warmups if possible)
- The Instructor will work with this Guest throughout their entire experience. The Instructor must set a precedent that ensures the Guest has the proper expectation of comparing the various Supercars ***rather than expecting linear improvement throughout the entire DTF Xperience.*** Some Guests may never approach 7/10, but others will need to be informed that a plateau in speed must occur in successive drives as needed to ensure safety. Work together with your Guest to have a safe and fun Xperience where their goals are achieved within the confines of our program.
- Start with the Corvette C8, Audi R8 to determine a baseline that you can work with the guest to maintain 7/10ths and the safety of this program.
- Always work with ***pit service personnel*** to determine the ideal drive order as to consider lines/capacity. **DO NOT take guests into any Supercars without consulting pit service personnel first. The Captain of Helmet Land will assign the next car to the DTF pair.**
- The drives are completed 2 in a row, a 1-2 session break, 3 more drives, another break, and the final 2 cars. Ideally this whole experience will be completed in under three hours. Morning DTFs are subsequently more crucial to stay on-time.
- When the morning DTF Guests arrive, if possible we will pair them with the Instructors to do a ride along in the second round of warm-ups to give you as much time with them to foster a solid foundation of our program.
- Some Guests may be overwhelmed after just one drive, and it is up to the Instructor's discretion if additional breaks are needed.
- **REMEMBER** that at **no time** should a DTF guest be allowed to overdrive the Supercars in our program. If this is a potential problem, consult with the Chief Instructor/Safety Team.

\*If you wish to work with “DTF” guests, please discuss with Chief Instructor/Safety Team

## Lead Instructor Responsibilities

The following information must be understood and competently executed to be



considered a *Lead Instructor*. Lead Instructor training is not complete until a consistent high level of proficiency is achieved in all tasks required from a Lead Instructor candidate. Lead Instructors are held to a higher standard of conduct and should always well represent the Instructor Corps and Xtreme Xperience at all times. This includes the race track, hotels, restaurants, Karting facilities and any other time the Xtreme Xperience brand is being represented. Lead Instructors are also the first to help set up tents, **fueling**, and help keep the event tidy and safe.

## **Xtreme Instructor Mentors Guide**

### **Who Needs a Mentor?**

- New Instructors (NI) or Instructors who have not instructed with Xtreme Xperience in the past 10 months.
- All Instructors who have been assigned a mentor should do a “ride & drive”.

### **When You Get to the Event as a Mentor...**

Mentors will be paired up by the Safety/CI Team several weeks ahead of the event. Who will correspond via email including the New Instructor's background and how they did with their completed quizz ahead of time. We will also send out a mentorship guide which covers everything you will need to review. Prior to the Instructor meeting on their first day, introduce yourself to the New Instructor you are mentoring. Confirm they have signed our waiver and acquire their Red wristband. Get them two Instructor shirts, one radio, headset and name tag. Accompany your mentee to set-up, meetings and warm ups, as well as answer any questions they may have.

### **Mentor Morning:**

- **Ride & Drive** - The XX Mentor will instruct the New Instructor for the warm-up session. They will demonstrate their Pit Lane Speech, hand signals used, the verbiage and constant communication, passing procedures, 360° awareness and video protocols. Upon returning to pit lane, the mentor drives and the NI will instruct them as though they were a Guest. During this drive, the Mentor will demonstrate some common mistakes made by our Guests and see how the New Instructor responds. Allow for passing during both sessions.
- Mentee learns expediting and will practice in different Supercars. Expediting skills should be refined to be completed within 20 seconds.
- Have mentees attend the 9:10 classroom session to learn the expectations set for our Guests and to ensure a consistent experience.
- After attending class, the mentee will ride in the Lead cars 1-2 sessions.
- Afterwards, the mentee will instruct an additional session to an alternate Lead Instructor signing off the mentee. If the NI requires additional in-car



instructional time, this should be accompanied with study/review time outside of the car. Rear Lead cars can be used for additional training.

- Once the New Instructor is ready for Guest drives, handpick 3 Guests that appear to not be a safety risk for the New Instructor. Review all in-car video with the Safety/Chief Instructor Team at/prior to lunch break.

### How Do I Complete a New Instructor Evaluation?

- The [New Instructor Evaluation](#) is to be answered truthfully and thoughtfully by the Instructor signing off the New Instructor. If the New Instructor struggles in an area it is important for us to know. This feedback helps us improve the onboarding process.

### What to do During the Event?

- Make sure you check in with your New Instructor frequently throughout the event to answer any questions they may have. Talk to them during lunch each day as well. After the first day, try to help them interact with our Guests as much as possible. If you are fulfilling a task that takes you from your mentee, ask another Lead Instructor to assist with New Instructor.

### When the Event Ends.

- The Safety Team will send a feedback form with the mentored Instructor. to find out how they enjoyed their time with XX and if they have any suggestions. Relay any important information back to a member of the Chief Instructor & Safety Team. The Chief Instructor will also send an evaluation to the New Instructor to have them review our program. This will help to improve training New Instructors or any improvements to the program in general.

## Buddy System

The **Buddy System** is for instructors who are still coming up to speed within our program or have not been with us in a while. We select a more senior instructor to work with this instructor to elevate this instructor's skills and customer service. Their success is a reflection of you so please take the Buddy system seriously. The ability to safely and effectively right seat within the XX program is a gift to share with others! This procedure shall be completed each day of the event unless advised otherwise by the Chief Instructor or Safety Manager.

***Safety is always paramount.***

Instructor assigned to you:  
You are the "Buddy":

Track:  
First time at this track? Y / N



**This plan is for the first day of the event (or when the instructor is scheduled to be there):**

- ☐ Verify a 2023 ICA has been submitted if needed and W9 (if changes)

### **Buddy Checklist**

- ☐ Warm-ups day 1 Let them drive you instruct:
  - ☐ Round 1 You will coach them and watch their driving habits.
    - ☐ Be certain to follow our hand signals and coaching techniques
    - ☐ Offer feedback and critique as needed on driving, spacing, passing.
    - ☐ Remind them this is not HPDE and we coach the Xtreme way.
  - ☐ Round 2 They will coach you from the right seat. (Monitor Drivers Mirror)
    - ☐ Begin mid pack and drop back to setup passing (checking mirrors?)
    - ☐ Once moved back, begin taking passes (risk ready, confirming multi car)
    - ☐ The goal is to bring the pace to 7/10ths and make sure they stay ahead
    - ☐ Drive off line and have them offer positive feedback to improve the drive
    - ☐ Remember **ONLY** guests who follow the cones and drive the line can go fast. Teach them feedback to encourage guests to follow the cones.
    - ☐ **Demo a proper "Ride along"** Review the process 4/5/6/10ths, passing, guest service aspects. Remember *It's the guests drive not theirs.*

**\*\*\*After warmups, if possible utilize a supercar or rear lead that is not being used, allow them to drive while you coach them in the areas they need improvement.(Check with Safety or CI)**

**We are never overdriving or pushing the cars beyond the 7/10th's**

### **Post warm-ups and before lunch**

- ☐ Classroom for anyone not with us recently to see changes.
- ☐ Lead car ride along to better familiarize themselves with our instruction craft
- ☐ Obtain a video for review with member of Chief Instructor/Safety Team

**Pit Speech rating 1-5** \_\_\_\_ 5 great, 1 needs improvement (missed some critical stuff)

**Instructing rating 1-5** \_\_\_\_ 5 great, 1 needs more improvement (if major problems alert CI)

- ☐ Hand Signals are on point and consistent with the XX guidelines (play in our sandbox)
- ☐ Coaching ahead and recognizing when they get behind? Tools to help them catch up
- ☐ Prevention before intervention, maintaining guest services but being safe
- ☐ Checking mirrors and 360 awareness is crucial to maintaining safety.

## **One on One Classroom**

During a "One on One " classroom, a Lead instructor will be asked to teach the fundamentals of Xtreme Xperience's standard classroom to the Guest(s). Acquire the "One on One" board from FOH and meet the Guest(s). Once the "One on One" class is complete, the same Instructor will join that Guest in their supercar drive(s) after their ride along (stay close and assist with expediting). They will obtain a free lead car ride along prior to them driving. If there are multiple Guests and the



Instructor cannot deliver all of the driving Xperiences, they are **responsible** for ensuring that the additional Guests are paired up with a Lead Instructor who is aware of the scenario.

### **Mandatory Classroom Information For a “One on One”:**

- Introduction - Instructor/Guest/vehicle(s) being driven, check for red wristband.
- Seating position and how to get into gear, seatbelt, USB readily available.
- Hand signals and verbiage used, listen to the Instructor and be SMOOTH in ALL inputs.
- Vision - Eyes up, looking down track and through the turns.
- One thing at a time - Lift off the throttle, Hard straight-line braking, coast through apex (no gas, no brakes), Squeeze the throttle beyond the apex as they straighten the wheel, be SMOOOOTH.
- Utilize the width of the track, leaving 3 feet of edge for safety on either side of the track. (outside to the inside, to the outside)
- Describe “driving the line” and how the track is coned to navigate them in the safest and quickest way possible around the track.
- Passing and being courteous - describe the entire passing scenario and procedure from start to finish, from both perspectives.
- Explain how the driving experience will be more enjoyable if the Guest and Instructor are working together. If the Guest is not listening to the Instructor, the session may end early.
- Warning of punitive repercussions from 2-off, 4-off or contact with a foreign object. (\$200, \$300 & \$500 plus Insurance deductible: \$6000.00)
- Answer any questions they may have ahead of their drive.
- Escort the Guest to the pit lane area, get them a head sock, into the proper line, explain what will happen next.
- Join them in their supercar drive. The Instructor that teaches the “One on One” class **MUST** be the Instructor for that Guest **or** help accommodate multiple Guests being distributed to other Lead Instructors.

## **Charger Rear Lead Car**

- Lead car drivers should check their trunk before each stint to ensure their Fire Extinguisher is properly charged and secured.
- The Rear Lead Car will remain within the defined 7/10 pace required by Xtreme Xperience at all times, **no exceptions at any time**.
- Lead/Chase cars are to focus on Safety first, Education second, Entertainment third.
- Safety and Education should **NEVER** be compromised in the name of fun.
- Remain vigilant for track safety issues such as: local yellow, changing track



conditions, changing weather conditions, track hazards, flag calls of any type.

- Rear Lead drivers should omit their pit lane gap and go on track 3 car lengths behind the final Supercar to ensure the safest entry possible. Once through the first few corners, allow the final Supercar ahead to achieve a proper gap.
- Maintain 15 MPH through the first 2-3 turns to fully exemplify driving “the line”, cone definition, and hand signals. These low speeds will create a larger gap, facilitating increasing speeds through subsequent turns and laps, gradually building up pace. Rear lead car drivers should exercise 360° awareness, be mindful of the position of the Front lead car. Rear lead should increase speed accordingly, so they will not impede on the increasing speeds of the Front lead car **and/or** following supercar(s). Rear Leads can preemptively offer a pass for 2+ in the next passing zone or speed up if a gap ahead is satisfactory to do so. Rear Lead drivers shouldn't compromise education by going too fast too soon.
- Maintain a proper distance (3-5 seconds) from the final supercar on track. Rear Lead begins at the very back of the field. Monitor the second and third cars (ahead of the final Supercar) determining the need to increase/decrease the gap on the final Supercar. This determines the likelihood of completing passes of the second and/or third car in line, based on current conditions.
- Lap #1: On the first lap, the Rear Lead should be focused on educating the individuals in this vehicle on the information presented in the Classroom session. Eyes up and looking ahead, hand signals, the track layout, meaning and placement of the cones, proper use of the driving line, proper braking, smooth inputs with hands and feet. Pace at the end of lap 1 should be 5/10.
- Lap #2: On this lap, the Rear Lead should be focused on additional education of the individuals in this vehicle. Maintain a proper distance (3-5 seconds from the final supercar), unless the last Supercar(s) are “comfortable”, in which case passing at the instructional lap speed is permitted. Allowing cooling down when the opportunity arises. Take this opportunity to check in with the guests.
- Lap #3: \*Checker lap, the Rear Lead should continue the educational presentation of our program, while not exceeding the 7/10 pace set forth in morning warm-ups. As long as the same 7/10 pace is being adhered to, passing is permitted. \*Unless we are at a 4 lap track
- The Rear Lead car should not adversely impact the Supercar drives of the Guests in front of them or behind them. Once the radio call “all cars on track” is made, the Rear Lead must maintain the awareness of the proximity of the Front Lead and Supercar(s) to not impede their pace by offering a pass for 2+ or speeding up if a gap ahead is satisfactory. At the halfway completion point of your final lap, turn on your emergency flashers and no further passing should be planned on, nor requested. ***This is part of the cooling down process*** for these vehicles which is critical to their longevity.
- The goal of a Rear lead car Instructor is to provide education to





Guests, while requiring the least amount of passing possible, keeping in mind that the Supercars at the back of the field are likely driven by most timid drivers.

- You are responsible for monitoring the fuel level, as Lead cars should **never** go below  $\frac{1}{3}$  tank and ideally are filled at  $\frac{1}{2}$  tank. These cars **remain running** while fueling to avoid heat sink in the supercharger.
- Be certain the cooling fans are operational at all times during the day.
- Lead Car Instructors should finish their stint by ensuring there is no trash or debris left behind and there is a full tank of gas. Driving the Lead car is one of the greatest privileges in the Xtreme Xperience program and it is important that we drive these cars responsibly to guarantee the safety of our Guests. Activate **RACE COOLDOWN** mode at both the end of morning and afternoon stints (after running for several minutes to help cool the engine. (found in race options menu)
- We do not want to overdrive these cars where it results in downtime at Tech for extra tire consumption or mechanical wear. Any Instructor who is reported to be showing signs of over-driving by the Tech team, may be removed from that role.
- Be sure to routinely check in with the guests and be aware of potentially sick guests and black flag if necessary.
- **“Rear Lead Up front”** This is when Pit manager stages the rear lead(s) in front of the front lead. They will proceed just ahead of the front lead and give a **modified pace compared to beginning in the back of the field**. This would ideally follow a 6/7/6 pace to stay ahead of the group but not overwork the car. They will then return to pit lane, drop guests and reload and **potentially** join the back of the next group. This is facilitated only when lead car lines are long to double the program capacity. **The more frequently the cars are running, the more intelligently they must be driven to ensure that they are able to continue running. Keep in mind that while no unsafe XX vehicles are ever sent out on track, the healthiest Chargers are used as Front Leads, so special consideration should be given to drive them sustainably. The Rear Lead will maintain a 5 car gap to the Front Lead car behind them until the “final car on track” call is made to ensure they do not contribute to an unsafe release of the final car(s) on track. Once all cars are safely on track, the Rear Lead must stay aware of the speed/proximity of the Front Lead and Front Supercar to not impede their pace by either speeding up proactively or offering a pass for 2+. The Front Lead driver will make all of the associated pit out/in radio calls.**
- **Track Conditions** In the event of changing conditions it is imperative





to report findings immediately to the pit manager and/or Safety Team.

- **Rear Lead cars are to be driven ONLY by Lead Instructors or qualified Instructors, unless approval is given by the Chief Instructor and/or a member of the Safety Team. Instructors that abuse this privilege will not be permitted to drive the Lead Car in the future.**

## Lead Car Red Flag Response

**Lead & Senior Lead Instructors are trained to respond to an incident in the event that they might arrive ahead of Track Emergency Services. The primary goal is to relay information to the Pit Manager and Safety Team so they can better inform the Emergency team.**

- When the “**Red Flag, Red Flag, Red flag, ALL Cars STOP on Track!**” call goes out, the Pit manager, Safety Team *and* all In-Car Lead Car Instructors *immediately switch to Channel 3 and listen* for further communication.
- If the Red Flag call is followed by **IMPACT or FIRE**, Lead Cars shall slow down and then ***immediately respond*** to the scene **slowly left side** while listening for vehicle and location of incident or any additional information. Report to control the moment you can see the incident and relay pertinent information as it becomes available. Be mindful in the event of a fire, guests/instructors may be outside the vehicle(s). \*Visual of Smoke shall be considered **FIRE**.
- Pit Manager may dispatch lead cars to the scene as deemed necessary outside of the above process, listen and be sure to remain calm.
- Lead Car Instructors should then confirm to the Pit Manager that they are proceeding to the incident location at a moderate and **SAFE** pace. Be alert for parked Supercars or Emergency Vehicles on track in potentially blind areas.
- Expedite communication with Pit Manager on channel 3 ***upon your approach*** to the scene, the radio call is: “**approaching scene, Impact or Safe**”. Keep all communications clear, calm and concise. (Remember this information may not have been fully communicated to Pit Manager)
- Ensure that the scene is safe for you to approach and that you will not be making the incident worse by endangering yourself or the guests.
- **Avoid driving through debris fields or past the incident, ideally stopping 200 feet (10+ car lengths) short of the Incident.** Turn the Lead Vehicle facing **entirely** away (180 degrees away) from the incident and leave ample room for Safety Vehicles to pass through, when parking near the edge of track surface, open trunk.
- Ask Guests (if any) to “please remain in the vehicle. No photography or video of the situation”. **Release trunk latch**, exit vehicle, acquire Fire



Extinguisher from trunk. Leave the trunk open and proceed towards the incident.

- Approach incident Vehicle(s) from passenger side (if possible) and at a 45-degree angle. Never approach the vehicle straight-on from front or rear.
- Look for signs of precarious placement, smoke, sparks or active flame as you approach. If you perceive imminent danger to your personal well-being, stay back at a safe distance and wait for the Safety Teams to arrive. Relay any pertinent information to Safety/Pit Manager on Channel 3.
- If you deem it is safe to approach (no imminent danger to yourself) and smoke or flame is noted, pull the extinguisher safety pin and continue at the 45-degree angle to the vehicle. Hold the Fire Extinguisher in a ready position with your dominant hand on the discharge handle and your other hand on the nozzle. Advise the Instructor(s) involved in the vehicle incident that you see a potential hazard (smoke/flame) and advise them to exit the vehicle if possible.
- Once at the vehicle, insert nozzle in an open vent into the area involved with smoke/flame and release a 2 second burst of the dry chem ABC extinguishing agent. Do not breathe-in the agent. Stop agent release after the initial 2 second burst, remove nozzle from vent location and back away 6–10 feet with extinguisher.
- Re-evaluate the current status of the vehicle and repeat the procedure if safe and necessary until the situation is mitigated or the extinguisher is exhausted. Vehicle vent entry location for fire extinguisher nozzle may need to be changed according to accessibility, visibility, vantage point and/or successfulness of initial agent discharge.
- Relay only pertinent information to incoming Safety units on Channel 3.
- Never compromise personal safety and create an additional victim situation.
- Remain watchful for possible flare-ups and other compromising complications.
- Remain calm, composed and professional to the best of your abilities.
- If no smoke/spark/flame is noted upon arrival at the incident, assure no imminent threat is present to your personal safety and approach the vehicle (passenger side) in the same manner. Check with the Right Seat Instructor as to the current condition of occupants and relay information to incoming responding units. DO NOT attempt to extricate individuals from the vehicle. Allow Medically trained personnel to evaluate, extricate, treat and transport occupants.
- If the Instructor in the vehicle involved in the incident is incoherent, the responding Lead Car Instructor will relay the information from the incident until the Safety Manager arrives.
- If you are the Rear Lead Car Instructor and first on the scene of a non-flammable involved incident, act in accordance with the aforementioned procedures of relaying information to the Safety personnel. Once the Front Lead and/or Safety/Emergency Team arrives on scene, update them with the current status



and return to the Lead Car, switch back to Channel 2 and await further communication from control (*i.e. “**Black Flag all, all cars return to pit**”*). The Senior-most member on the scene becomes the communicating Instructor and takes control of the incident as they arrive on scene.

- Secondary Lead Cars arriving to scene should park on whichever side will leave more space for responding emergency vehicles, typically on the same side as the first Lead car and incident cars.
- Once Emergency and Xtreme Safety personnel have arrived on scene, the Lead Instructor(s) relays any pertinent information to responding personnel and returns to the Lead Car, switch back to Channel 2 and await further communication from control. Do not speculate or provide false information about the possible causes of the incident or any actions that may have led up to it, with your guests.
- Once back in Pit Lane, if you discharged your Extinguisher, drop off your guests and thank them for their patience and send them back to helmet land to await further instructions
- Remove the Lead Car from service, remove the discharged extinguisher from the trunk and have Tech replace it with a fully charged one.
- If the extinguisher was not used, have Tech or Safety assure it is safety pinned and zip-tied properly, re-attached in the trunk securely and fully operational, prior to returning to Lead Car service once again.
- Inform the Pit Manager when you are back in-service and ready to resume your Lead Car duties.

## Senior Lead Instructor Responsibilities

### Charger Front Lead SOP

- All Lead car drivers should check their trunk before each day to ensure their Fire Extinguisher is properly charged and secured.
- Front Lead cars will remain within the 7/10 pace for quick 1st and 2nd laps with experienced supercar drivers, as well as the entertainment/final lap.
- Lead cars are to focus first on Safety, second on Education, third on Entertainment.
- Safety and Education should **NEVER** be compromised in the name of Entertainment.
- Remain vigilant for track safety issues (local yellow, changing track conditions, changing weather conditions, track hazards, yellow flags, black flags, red flags)
- Maintain a proper distance (3-5 seconds) ahead of the first supercar on track.
- Monitor the second and third cars behind the first car for possible need to increase the gap on the first car, as to allow passing by the second and/or third car. As long as this pace does not impede the remaining cars in the field, it will



be helpful to create the gap needed for the front lead car to increase its speed on the second and third lap.

- When released by the Pit Manager, pause 3-5 seconds in pit lane to allow for runners to self-identify, then make a brief and succinct radio call. If there is a lengthy pit-out you can begin rolling during this verbal pause, if it is a short pit-out where you will immediately be on track, hold your position during the 3-5 second pause. Once no runners have been determined; **“Instructors, blue lights on, mind the blend line, be smooth, stay safe, # of laps, have some fun!”**.
- Lap #1: On this lap, the Lead car should be focused on educating the Guests in the vehicle as to the information presented in the Classroom session. \*(Eyes up and down track, the track layout, meaning and placement of the cones, proper use of XX “driving line”, braking, smooth inputs with hands and feet).
- Lap #2: On this lap, the Lead car should be focused on additional education of the individuals in the vehicle. Maintain a proper distance (3-5 seconds) from the first supercar behind you, monitoring the need to increase pace. On this lap, the Lead car should be focused on continuing the education from Lap #1.
- Lap #3: \*Checker lap, the Lead Car radio call is **“Lead Car; Checker lap, Checker!”** to alert all on-track Instructors of starting the final lap. The Pit Manager will confirm this call, the Lead car driver should repeat if there is no confirmation. The Lead car should continue the educational presentation of our program, while not exceeding the 7/10 pace. \*Unless at a 4 lap track.
- Once the Front Lead car reaches the 2/3 completion point of the third lap, turn on flashers to make your intentions apparent and use this opportunity as a cooldown lap. This allows time to reduce engine/trans/diff/brake temps.
- Leaving ample time before pit entrance, (to slow the guests behind you to safely enter pit lane) the radio call is **“All cars on your final lap pit, pit, pit”**.
  - If no cars were passed during the session, the radio call is **“all cars on lead lap, pit, pit, pit.”**
  - If there were any lapped vehicles, relay what vehicle(s) and # of lap(s) remaining to Pit Mgr. i.e. **“Crimson Ferrari has one more lap”**
- XX program is 3 laps, unless we run a small track (<1.4m) we will run 4 laps. Checker flag will be on the final lap and you will spread the pace of the program.
- **Track Conditions** In the event of changing conditions it is imperative to report findings immediately to the pit manager and/or Safety Team.
- At **NO TIME** is the 7/10 to be exceeded. The Lead car should not adversely impact the Supercar drives of the customers in front of them if lapping the field.
- If you become disabled or have a sick guest, and black flag yourself, you must confirm the supercar behind you is the lead car and confirm with the Pit Manager.

## Classroom



The Classroom is a mandatory safety briefing that lasts no longer than 25 minutes. All drivers must attend a classroom briefing prior to driving. Classroom times are specified and must be adhered to. Obtain the start times for each class from the Event Memo or FOH. Once all guests are seated, introduce yourself and begin the classroom presentation. Use the slideshow as a reference to help with visuals throughout the class. The following items are what **must** be covered when teaching class. The Classroom Instructor will be on channel 5.

- **INTRO: The Open Road slide is displayed until class begins, giving a brief explanation of the program.** Introduce yourself and welcome the Guests to Xtreme Xperience. Speak briefly about Xtreme Xperience and our program. *“Real Supercars, Real Racetracks, Real Instructors”*
- **WHERE DO I GO?:** Explain to the group that first they must have checked in and signed the waivers. Check to ensure everyone has a red wristband. (If they do not have a red wristband, they must go back to FOH after class and sign the waivers to obtain their wristband prior to driving). From there, give a brief walkthrough of our program. “You are in class, next, head to the two lines in pit lane, get your head sock and helmet, go for a lead car ride, drive your supercar(s), check out, pick up some swag, go home and brag about your Xtreme Xperience.” Ask if anyone has pre-purchased the Lead car. Mention that it was a great decision and everyone in the room should “see the track before driving the track”.
- **SEATING POSITION:** Sit up nice and straight. Adjust the seat so there is a good bend in the knee with the brake pedal depressed, ensuring they have maximum control over the brake pedal. Hands at 9 and 3, ensure they have maximum control over the wheel.
- **GETTING INTO GEAR:** Briefly touch on the specifics on how to get paddle-shifting Supercars into gear.
- **HAND SIGNALS:** Thoroughly explain and demonstrate ALL of the hand signals that they will see throughout their experience, and what verbiage will be used to accompany the hand signals.
- **EYES UP:** Explain the importance of keeping their eyes focused ahead on where they want to go. Look as far as possible down track, through the corner, and keep an eye out for reference points. (Cones, brake markers, etc..)
- **DO ONE THING AT A TIME:** First Brake, then steer, then gas. Brake in a straight line. At the end of the braking zone, melt off the brakes. Patiently wait for the Turn-in cone and then turn into the corner, coasting through the corner until the apex, no gas or brakes, slowly accelerate as you unwind the wheel.
- **DRIVING THE LINE:** Use the slide *“Driving the line”* as a visual aid to walk the Guests through our cones. Start at the Yellow lift cones and instruct the Guests through our lift cones, brake zone, turn in cone, apex, and track out. Utilize the



entire track width, less 3'. From outside, inside, outside, but ALWAYS leaving three feet of unused track surface. **Mention the 3' orange tape and place strong emphasis on staying 3' from the edge of the track.**

- **BE SMOOTH:** Be smooth with every input made when driving the supercar. Be proactive, not reactive. The further ahead we're looking, the smoother we will be,
- **HOT LAP:** There will be a video in the presentation showcasing an Instructor driving at speed around the track. Instruct the Guests through the video.
- **SECOND LEAD CAR TEASE:** The track is very technical with many nuances that a novice is not fully prepared to drive well. "If you want to drive the track well, like the Instructor just did, learn the track from the Lead car, before you drive the track in your Supercar".
- **PASSING:** Talk the guests through a passing scenario. Explain from both perspectives; the car being passed and the car passing. Explain the hand signals, both in the car (hand at three o'clock at the wheel) and the wave/point outside the car. Assure the Guest knows that **NO PASSING** is allowed without the Instructor's permission. Remind Guests about staying courteous.
- **LISTEN TO YOUR INSTRUCTOR:** Explain the importance of listening to the Instructor to have the maximum enjoyment during the experience. Inform the Guests that if they are being unsafe, the instructor **will** end their drive early.
- **MAJOR DRIVING ERRORS:** Cover the penalties associated with dropping 2 or 4 wheels off track, hitting the rumble strips, curbing, cones, another vehicle or any kind of dangerous driving. (Damage and Incident Report Slide)
- **RIDE BEFORE YOU DRIVE:** Discuss the benefits of adding a lead car to the Guest's experience. Elaborate on why going in the lead car is so beneficial to their experience: (Start towards the front of the group, will already have 3 laps under their belt before they drive their supercar, can take friends and family with them) This is the only time you will fully explain the benefits of partaking in the Lead car. The previous two mentions were just a tease to build interest in the purchase. **Guests needing to purchase the lead car can head to the Merchandise Tent, those who previously purchased can head to the Lead Car lines. The Lead Car Ride** is available to non-drivers as well, 12 and up, 54" min height. (18yo in NJ/IL)
- **FAQ:** Cover a few of the most frequently asked questions (There is a slide to prompt the conversation) Answer any additional questions.
- **SUMMARY:** Recap key points and next steps, give a Classroom completion stamp to each driving Guest on the white portion of their red wrist and send them to the two lines on pit lane.
- **SOCIAL MEDIA** - "Post your videos/pics on YouTube, Insta and Facebook"
- **CLASS COMPLETION:** The radio call is "**Class is out**" on channel 2 alerting Pit Lane that the Guests are on their way to Pit lane.
- **NEXT CLASS:** Reset the presentation and chairs as needed, invite the next





class in, and begin the presentation. Each complete classroom presentation, from the beginning of one class to the beginning of the next, should **never** exceed 25 minutes.

## **Pit lane**

The Pit manager is responsible for safely releasing vehicles onto the race track and ensuring their safe return ahead of releasing the next group. Safety is always the greatest concern of the Pit Manager and should never be sacrificed. This includes tense moments when in an effort to complete drives or worrying about overtime. The Pit manager will work with the Safety Team to accommodate guests that require special attention. The Pit Manager should always maintain a calm demeanor while releasing cars onto the track and more so in the event that any incidents occur. The Pit Manager should also keep an eye on Safety hazards on pitlane that may arise and have Safety Team handle if possible.

### **Radio Checks and Morning Warm-ups**

- In the morning, the Pit Manager will collect 3\* XX radio's and 1 Track/EMS Radio (If applicable) Check all radio frequencies (Channel 2 for track operations, channel 3 for Safety, this is the designated channel for the EMS crew) Ensure all radios work and communicate properly. (\*1 spare)
- Meet with the XX Safety Manager and track safety to introduce yourself as the point of contact for the on-track operations. Discuss unique scenarios for our program (Red flag drill, recoveries, when and why safety may be dispatched, etc.). Determine the time that Track Safety will be in position to begin warmups.
- Once on pit lane, go through all the cars and ensure they are 100% fueled.
- Make sure the fuel truck and drop tank are full and in place with the appropriate 20lb fire extinguisher and signage. Drop-tank should be grounded.
- Ensure the cooling fans are in the proper place for the Lead cars. They should be far enough down pit lane so there is room to park all the supercars within view of the expeditor's tents, but not so far that Guests are able to get lost when sent to the lead car.
- Keep the flow of the pit lane safe and efficient. Set up cars so Guests are not crossing pitlane to get into the Supercars.
- Discuss the car # assignments of front/rear leads with Pit Services.
- Ensure the pit box is in place and is appropriately stocked. (Sunscreen, Dramamine, wheel chocks, CO2 extinguisher, spare radio, etc.)
- Check in with the Tech team and familiarize yourself with any known issues, and potential problems with the fleet that need to be monitored throughout the day.
- Check in with the GM to get up to speed with what cars may be overbooked, and what cars need to be loaded first.
- Check in with the Chief Instructor and obtain the list for which Instructors are



assigned what cars, and which NI's will be going through the mentor program. It is important for the Pit Manager to stick to the schedule as best as possible.

- Coordinate with the pit expeditor team and develop a plan to stay ahead.
- Warm ups are scheduled to begin 30 minutes before the first guest drives. Radio checks should be started 10 minutes prior to the designated start time of morning warm ups. (i.e. If first guest drives are 9:00, warm ups are at 8:30, with radio checks beginning no later than 8:20)
- 10 minutes prior to radio checks, the radio call is **“Instructors to cars, radio checks in ten minutes”**.
- Once Instructors are in cars, walk down the line giving each Instructor a verbal radio check, ensuring the radio's/headsets are working properly. Use this time to double check the proper Instructors are in the correct cars (Special assignments, mentorship programs, etc.)
- Once radio checks are complete, stage a front lead car in the staging area. Send  $\frac{1}{4}$  of the field of super cars behind the lead car, and add the next lead car. Continue this process until all supercars are staged, with a lead car every  $\frac{1}{4}$  through the field. This allows the Sr. Lead and Lead Instructors to keep an eye on the mentorship, passing, pace and gives them the ability to relay important information back to the Pit Manager. (Sometimes there will be a vehicle driven by the Tech team for a shake down/brake-bedding. These vehicles will go out with their hazards on, at the very rear of the field)
- At the designated start time of warm ups, confirm with track safety that the track is clear and all proper personnel are in place.
- Warm ups will consist of 2 rounds whenever possible
- Allow ample time for the mentorship programs to take place.
- Once enough time has passed (4-5 laps, use your best judgment) Call a red flag over the radio. The radio call is **“RED FLAG, RED FLAG, RED FLAG, ALL CARS STOP ON TRACK, RED FLAG, RED FLAG, RED FLAG, ALL CARS STOP ON TRACK”**
  - Ensure that you have a visual on a majority of the cars so that you are able to see most of the field comes to a stop properly. Once all cars are stopped, The radio call is **“black flag all cars, return to pits”**.
  - Conducting a full red flag drill at least once/twice per event is ideal.
- As the cars return into pitlane, stage the first lead car for the 2nd round of warm ups. If guests are in the lead car line, load the lead cars at this time.
- Take any cars from the priority load list and set them aside to stay ahead.
- Load the other lead cars before doing the 2nd round of warm ups. This will allow the guests to do their ride along and then get in line for their drive.
- Once the appropriate driver changes are made (Mentors/New Instructors) release the 2nd round of warm ups. Typically, this is a standard session, i.e. the same number of laps (3 or 4) that will be run that day.



- If there are enough Guests in the lead car line you can load up all lead cars at a time and get them into the supercar lines.
- Be certain you have a front lead car available on pit lane during the 2nd session to lead the first Guest session. This can also include any Supercar ride alongs.
- Stage the single lead car and the priority Supercars behind it. You can release this group once all the 2nd session cars pass pit out on their checker lap.
- Once the 2nd session has returned to pitlane, move Instructors over to the right seat, and load the Supercars with Guests.
- The Safety Team/Chief Instructor will confirm that all required training has been completed. If more training is needed, the Pit Manager will be advised as to who will be paired up (Mentor/Mentee) and what vehicles are needed.
- Any cars not being used that consume fuel rapidly, may go to fuel.
- Tech team will go through the fleet, checking tire pressures and collecting the USB's used during the morning warm ups.
- Advise track safety when morning warm ups have been completed, especially if a red flag drill was done, and first Guest drives will be headed out on track.

#### **Standard Track Pit Manager protocol**

- The number of cars that go out in each session should be limited to the following:
  - One Front Lead, 5-8 supercars, (based on track/drive capacity) & one Rear Lead.
  - Always load single cars in the first session of the day and post lunch.
  - Use your judgment and discretion, based on the length of the track and number of cars being run, to ensure there is enough open track for the Guests to Safely enjoy our program (consult with Safety if needed)
- As the cars come off track, unload/load as needed. Be sure the Instructors are expediting Guests into the cars to give the Instructor in-car as much time with the Guest as possible.
- Once the Instructors begin putting their "thumbs up" indicating they are prepared to stage, take a moment and assess any Guests that may appear obviously "comfortable" and avoid placing them near the front of the pack.
- Beware of Technicians that are checking brake pad depths and tire pressures are clear of the cars before any Supercars are released. It is the responsibility of the Pit Manager to ensure there are no Technicians in a compromised position and that there is not any pit lane traffic that could cause a collision with the car being released.
- Once the track is clear, release the field and the radio call is **"Lead you are good to go, good to go."** Ensuring the cars follow out the front lead, any Supercar ride alongs are placed at the rear of the field and followed by a rear lead car. After the lead car rolls out, repeat **"All cars pit pit pit this time by"**



- Keep a close eye on the field of cars on track that should be pitting-in, as a car that misses pit-in becomes a **runner** and potentially hazardous to the cars entering the track.
- Announce “Final car on track” when the final Super/Lead car is safely on track. Certain tracks may require a 3-5 seconds buffer once they are out of sight to ensure they are not in any blind areas or at risk to the lead car. The Front Lead Car driver will reply with a “click, click” on their radio to confirm they have heard the call and will then begin picking up their pace with confidence knowing they will not encounter an unsafe release. If the Front Lead does not respond, repeat the call as needed.
- As the cars on track begin their final lap, the lead car will make the radio call “**Checker lap, checker**” A verbal confirmation should be given by the pit manager. The radio call is “**Copy checker, checker lap**” By this point you should have the next group staged and ready to go.
- As the Lead car on track pits in, they will call out “**All cars on lead, Pit Pit Pit**”
  - If no cars were passed the radio call is “**All cars on lead**”
  - If the lead car lapped vehicles, the lead car will announce what vehicle(s) and # of lap(s) remain. i.e. “**Crimson Ferrari has one more lap**”
- If all cars are on the lead lap, release the next group as soon as **safely** possible.
- If there are cars that are one lap down, wait for the last one to pass pit out, allow the lead car to get a good gap on that car, then release.
- Continue this practice through the morning while monitoring Instructor rotations and fuel levels in the car.
- Instructors should do no more than 3 sessions in the car, and 2 sessions outside of the car. Staying on top of rotations is critical so the Instructor group remains fresh and alert. Start announcing rotations at 9:30 and enforce as needed.
- Fuel levels should be monitored and checked regularly. Ideally fueling cars before they reach ½ tank keeps the Supercars from missing a session.
- Whenever a car is sitting with no Guests in line, this is the best opportunity to fuel the car without impeding the flow of the program. Fuel the Supercars as often as possible when sitting, so they are able to make a stint of 3 hours.
- Fuel Runner will safely transfer fuel from the Ram to the drop tank.
- When the RAM needs to be sent for fuel, contact Safety or GM so they are able to dispatch the available personnel. (Fuel runner)
- Fuel runs should be timed so all cars are able to be filled during lunch without running out of fuel on site. (Ideally 30-45 mins prior to lunch)
- One hour prior to the scheduled lunch break, monitor the number of Guests in line for overages. Work with the pit expeditor team to ensure the proper Guests are moved (if needed) to break for lunch on time.
- 20-30 minutes prior to lunch, check in with the Safety Team and let them know the projected end time and if you will be running late into lunch.



- Once you have a cold track, inform track safety what time you plan to go back to a hot track.
- Tech will pull any cars needed for maintenance and will fuel as needed.
- Fuel cars prior to breaking for lunch.
- 10 minutes prior to the scheduled start time of the afternoon, have Instructors return to the cars and repeat the radio checks that were done in the morning. (Allow ample time for the Chief Instructor to conduct debrief)
- Get the lead cars and supercars loaded and staged.
- Confirm with **both** track safety and the **XX Safety Manager** that the track is clear and proper personnel are in position prior to going hot.
- If lead cars are loaded and supercars are not, you are able to send up to 3 lead cars out, just as was done first thing in the morning to get the lines balanced.
- Repeat running sessions as was done in the morning. Continue to monitor fuel and Instructor rotations.
- Continue to monitor the Guests in line for overages.
- 1.5hrs prior to the scheduled stop time, work with the pit expeditors to gauge how many drives are left for the day.
- If any O.T is likely to be required, the GM should be notified as early as possible, as well as Track Safety.
- 30 minutes prior to the projected stop time, inform track safety estimated time.
- As lines empty, fuel any cars that are not needed for the rest of the day. Confirm with pitlane services that the car will not be used for the remainder of the day.
- Once the final session of the day is loaded, confirm with pitlane services that it is indeed the final session.
- Once that session comes off track, inform track safety the “track is cold”.
- Make sure all Supercars are being fueled, **never going below  $\frac{3}{8}$  tank.**
- Ensure cars and pit lane are safe and operational for the next day.
- Return or retrieve any track radios that were issued to/from Track Safety.
- Monitor and acknowledge any flags (yellow, black, local yellow, meatball) as well as the RED FLAG procedures, all flags must be reported to Safety Team.
- Monitor Guests and/or XX staff for an off track emergency situation. This may include an incident that potentially would require the Emergency Services Team to respond. If an incident occurs that you or the Safety Team deems necessary to dispatch safety, this becomes a red flag scenario.

## XX Glossary of terms

Xtreme Xperience uses a variety of terminology in our program that may vary from different clubs. Please refer to this Glossary so that you are familiar with some of the words and phrases you may encounter while working with us.



**All Cars, pit, pit, pit-** The Lead car is now pitting in at the end of its final lap and all cars on the Lead lap should also pit next time by.

**All of the way out-** If you are in a Supercar that is prepared to be staged, you might be told by the Pit Manager to go “All of the way out” in conjunction with a hand signal releasing you from your parking spot. This may occur if you are one of the last cars to be released in your group and other cars have already headed onto the track. If you hear these words and find that there are no Supercar or Lead cars currently staged, you should continue rolling beyond the Blue staging cones and enter the track, ensuring that there is no traffic inbound. If you are unsure, request further clearance from the Pit Manager and remember it is always safer to hold for the next group.

**Back-to-back drive-** If a guest has purchased two drives in the same exact Supercar, they will do these drives successively to increase the efficiency of their experience. When you come in from your first session, radio to the Pit Manager and they will inform you if it is permissible to immediately tag the next outgoing session instead of waiting for the next round. The expeditor will inform an Instructor if their Guest has back-to-back drives.

**Blend Line-** The Blend line is the physical **or** imaginary line that occurs at pit-out/pit-in designating separation between cars entering the track and cars already on track. We unanimously abide by the blend line from both perspectives. Cars entering the track should always make visual inspection to ensure it is in fact safe and should abide by the blend line all of the way until the first corner. **If an Instructor does not properly observe the Blend Line they put the occupants in their car and others at immediate high risk. Repeat offenders of this may be subject to removal from the XX program.**

**“Blue lights on”-** The V-box recording should be started and should show a solid blue light. A blinking light indicates that the V-Box is searching for a signal and will sometimes turn solid. If no light can be achieved, make a call to have a technician assist you, “Orange Lambo, Media.”

**Comfortable Driver:** A guest on track that is timid and significantly slower than an average Guest. A Guest that is expected not to exceed 50 MPH might be considered as “Super Comfy” or “Double Comfy”.

**Comfortable Gap-** If a Guest is deemed to be “Comfortable”, their gap entering the race track can be reduced because it is expected to increase naturally on track. **This is especially helpful if you are at the back of the pack so that you have more time before the Front Lead Charger may catch you with its increasing pace.**

**Checker-** The Lead Car has started its final lap and will be pitting the next opportunity. The call is typically

**Draft-** An Instructor who is behind the Lead Car may call for a “Draft” if they feel like their Guest is beginning to overdrive. This means they want the Lead Car to back down their pace to something that offers a slightly reduced and slower pace. The Instructor should still assert themselves to the Guest with any issues they are having, but a Draft is an effective tool to slow your Guest down a small amount without tipping them off that they are being held back to ensure the safety of all parties. This same function can be requested through the Rear Lead Car.





**Experienced-** A Guest that has impressed their Instructor into thinking they have credible track experience and may perform at a higher skill level, but does not exhibit signs of over-confidence or increased risk.

**Fishing-** When an Instructor spots an opportunity to purposefully slow his Guest down to create space for a more enjoyable experience, it is known as going fishing. This can be achieved subtly by having your Guest brake harder than necessary, suggesting that they “see how well these brakes work”, or it can be done by openly saying, “Let’s back off a bit through this tight section so we have space to ourselves to enjoy the upcoming straight-away.”

**Four-lap Special-** If there is a session that is going to be one additional lap, whether it is in warm-ups or an end-of-day session where time allows, it is known as a “Four Lap Special.” On a 4-lap track it would become a “five lap special.” Four Lap Specials should only be called by “the powers at be.”

**Front and center-** This refers to a car that is likely to be “hot loaded” and should not park normally, but pull up “front and center” in front of where Helmet land is.

**Good to Go -** This is reserved for communicating from Pit lane to the Lead Car to start a session releasing cars onto the racetrack. Be sure you are not using this term in any alternative radio communication.

**Helmet Land-** Helmet land is where Guests go to receive their head socks, helmets, and get in line for an additional drive. This is handled by our pit service personnel.

**Homer-** If an Instructor suspects that a Guest might be under the influence of any substance, they can radio in “Blue Lambo, Homer” and it will indicate to the Pit Manager and Safety Team that an assessment of their Guest needs to be made.

**Hot load -** When the lines necessitate a supercar running in both groups to increase capacity. The supercar needed will be the first car out behind the lead car, so that it can be included at the back of the next group. If an Instructor feels they need more time they can request going in the next session.

**Kodak/Spielberg moment-** If an Instructor has an in-car occurrence that may serve as a training aid due to something really great, really scary, surprising, etc. happening during the drive. While you are pitting in, call in “Orange Lambo, Spielberg” and the Safety Manager or ECI will copy the video. Stickers (in the glovebox) can be used for instances for training that are less critical. A Spielberg/Kodak moment refers more to things that CANNOT be lost due to their very high educational value, or they might include someone that we would not want posted on the internet for the world to see.

**Motivated Driver-** A Guest that has impressed their Instructor into assessing they might have intentions of over-driving their actual skill level or the limits of our program.

**Runner -** A car on track that has not pitted at the end of its final lap and is now beginning an extra lap and may endanger a car(s) entering the track in the opposite group.



**Rear Lead Up Front** - When the Pitt Manager has the Rear Lead(s) stage ahead of the Front Lead Car. The Front Lead car will lead the group. The Rear Leads will maintain a 5 car length gap at all times. The goal of doing so is to increase lead car capacity when lines are long.

**Ride and Drive-** If a Guest has a Ride-along in a Supercar followed by a drive, it is referred to as a "Ride and Drive." The Instructor should drive at 4, 5, 6/10 pace and exemplify their best efforts of being smooth, 3' away from obstacles, driving the line well, braking in a straight line, etc. The Instructor should not exhibit any traits that they would not want their Guest to immediately try and replicate and should otherwise follow standard Ride-along protocol

**Short-pit-** A car on track which has pitted one lap too early.

**Tasty Gap-** A generous gap that will provide the proper spacing between cars to give them each their best opportunity to enjoy a traffic-free Xperience. A tasty gap is a full 7 seconds between cars and should be the standard reference.