

BATTLESPORTS LTD

Terms & Conditions – Laser Tag Events

- Unless you book a private event there is a possibility that your group will be mixed with other groups of similar ages to make up larger teams. This allows for the best games experience due to the size of our battlefield
- To book a **Private Laser Tag** event, you have to book and pay for a minimum of 12 people paying full price. If numbers drop below 12 you will still be charged for the full amount.
- We generally need a minimum of 10 players to open and operate a Laser Tag session so if you have booked a smaller group size there is a rare chance that your session may have to be rescheduled. We will give you the opportunity to increase your numbers or re-schedule your event to a different time.
- Please note all players must be a minimum of 7 years of age. Any players under 16 years of age will need to have their entrance form disclaimer counter signed by a parent or guardian 18 years or older. These can be completed on the day if required. It is required that a parent or guardian must be present at all times throughout the Laser Tag session.
- We operate in all weather conditions unless otherwise stated by the venue manager. Suitable shoes such as boots are advised for your game day, ideally with ankle support.
- Any player who fails to arrive for their day for any reason will not be refundable, so please feel free to find a replacement player prior to arriving.
- Each booking reserves their space for that chosen date and is non refundable or transferable without exception. No-shows or drop-outs affect our events in a negative way as we have reserved spaces for any absentees, booked and paid for staff for those people and often turned away other customers due to full capacity.
- Our 100% money back guarantee is only offered to bookings that are booked at least 7 days in advance and are cancelled within 24 hours of when the booking has been made. All cancellations must be made via email to avoid any time discrepancies. Please use info@battlesportsglos.com

- Any booking that is within 5 days of the current event date is not transferable to another date in any circumstance.
- If you wish to change the date of your event we must have payment & confirmation of new date by the time of the original event date.
- Events at our venue will run until we are told otherwise by the government or governing bodies. For any Events that have to be cancelled due to circumstances outside of our control (which may include but not limited to acts of God, government restrictions, natural disasters, etc.), no refunds will apply. All groups will be offered full flexibility on rebooking a new Event date free of charge which will be valid for up to 13 months from the original event date.
- Players must arrive on site at the specified start time on your confirmation. Players must be present for the safety briefing. Failure to attend the safety briefing can lead to your event being cancelled and no refund or amendment will be offered.
- Group organisers are fully responsible for any unpaid monies that are left outstanding on the event day.
- Your booking is not confirmed until you have received an e-mail or text confirmation. On receipt of your confirmation you must check that all the details are correct, as amendments may not be possible at a later date.
- If your event is cancelled due to severe weather a refund will not be offered as this is out of our control. A change of date will be offered and is subject to availability.
- All participants are required to sign an entrance form disclaimer. False information could affect the safety and security of the staff and customers and invalidate your insurance, therefore it is imperative that you are 100% truthful.