

Booking Terms and Conditions

General Conditions:

1. Bookings can be made by telephone or securely online through our website.
2. The bookings department can also be contacted by email info@lasercombatnorthwest.org.uk, through our website, or by telephone 07923 883101.
3. To book a session for a specific time on a specific date we require payment in full. This payment prevents others from booking this session on a specific time on a specific date and is therefore non-refundable at the point the amount is paid and the booking is confirmed.

In the event that the number you have booked for decreases the full amount for the players booked is still due in full. You do not have a valid booking unless you have received your booking confirmation via e-mail. Should you have not received this within 48hrs of booking, please contact us through our contacts page on our website.

4. Payments must be made by credit or debit card, we do not accept cheques.

5. You and each member of your party or group will be required to sign the disclaimer form to acknowledge the risks involved with our activities, before undertaking any of our activities. All participants under the age of 18 require their parents to sign on their behalf in order for them to take part. Please note this is a booking condition, that all participants must have this form signed before the session, ready to hand in at the start of the session, in order for them to participate on the day. In the event a child or adult does not have their form signed beforehand and does not present one at the start of the session, they will be denied entrance to the activity and will not be able to take part. The monies will still be due for this player.

6. Once payments are received for our sessions, they are non-refundable in accordance to the cancellation charges stated below. In the event that members of the group are a 'no-show' on the date booked the session price and price per player for those players is still due and are non-refundable.

Number of Participants:

Depending on what type of session you have booked with us, you would have booked for a specific number of participants, for a specific time and date and paid your deposit to reflect this. Please keep to your numbers that you have already booked. If you do wish to increase your numbers, please call us first on 07923 883101 to check we have availability as it may not always be possible. In the event you attend with more participants than you have booked for, please note, any participants over the number booked will be turned away and will be unable to take part. However, many people you book for at the time of booking is how many people you will have to pay for on the day. This is still the case even if you bring less people than you have booked for.

Age & Height Restrictions:

The minimum age for Laser gaming, 6 years old for all our sessions who must be a minimum height of 122cm Players need to be physically capable of holding a range of laser guns unaided in the outdoor woodland environment.

Cancellation Charges:

Once your booking is processed, your right to cancel without penalty ends as we have booked you into session at a specific date at a specific time. The terms of cancellation are as follows:

- If you cancel **30 days or more** prior to the date of your event you will get a full refund minus card charges back to the same card. ****Additional terms are applicable to schools and groups over the size of 30 players/climbers – *schools and groups must give 60 days notice.***
- If you cancel **30 days or less** prior to the date of your event, No refunds will be given and the session cannot be transferred to another date unless agreed by management.
- We do not refund or transfer sessions under any circumstances for **non attendance on the day or on the day illness**. Full payment is still due. Insurance for this is not included within the booking. If you require insurance cover for this then you will need to purchase this from a travel insurance company.
- If you decrease your numbers within 30 days or less prior to the date of your event **No refunds will be given and the session cannot be transferred to another date.**
- With regards to cancellation, our accepted date of cancellation is the date that your written cancellation is acknowledged in writing by The Company. If catering or any other supply is included in the package, this may also be subject to cancellation charges. No verbal cancellations are accepted. Cancellations must be sent to info@lasercombatnorthwest.org.uk or to our Registered Office at: 52 Main Road, Nether Kellet, Lancashire LA6 1EF
- You will receive confirmation of your cancellation within 24hrs. if you do not receive this then please contact us by phone 07923 883101. Please note the booking is not deemed cancelled unless you have written confirmation from us.
- Stated cancellation times include weekends and bank holidays
- ****For group or school bookings – over 30 players, 2 months/60 days notice must be given for refunds due to a decrease in numbers or a cancelled booking.**
- No refunds will be made and the session is non-transferrable. Full payment will still be due for “No Shows”.

When We Have To Cancel:

Under circumstances out of our control, including but not limited to; extreme weather or other natural damages to our site, unexpected group and session cancellations, or other events which may create unacceptable risk to health and safety or the inability to run an acceptable standard of session, we reserve the right to cancel your booking and offer an alternative date. Under such circumstances we transfer sessions to an alternative date. We do not accept liability for any additional or associated costs that may be incurred as a result of the cancellation or necessary change. Our activities are all-weather sports and activities and will normally proceed regardless of weather conditions. In adverse weather conditions you should assume your booking will proceed unless directly advised by us otherwise.

Arriving Late:

We can not accommodate late arrivals, The company requires participants to be ready to take part in the activity 15 minutes or at the very latest 10 minutes prior to a designated 'start-time' to enable a full safety briefing to take place. The time stated on your confirmation is the 'start time'. We recommend on our invitations and in the confirmation of bookings that all participants arrive 10 minutes before the session starts. We will do our best to accommodate late arrivals but this cannot be guaranteed, especially during busy periods. Due to our health and safety policy, customers will **NOT** be allowed to participate if they have **missed the first 10 minutes** safety briefing and game safety talk. The booking will normally be treated as a cancellation in the event of late arrival with the loss of all monies.

Exclusion From The Venue:

The venue has the right, at all times, to refuse participants access to the booked activity at any stage of the booking and remove them from their venue if in their opinion the participants are under the permitted age; are unfit to take part in the activity because of physical or mental impairment; be under the influence of alcohol or drugs; have arrived too late to take part in the pre-activity safety briefing; consider them to be a danger to themselves, other participants or members of staff; or are displaying aggressive and abusive behaviour (verbal or physical). If any of these occurrences apply, the booking will have been deemed to have been cancelled and full cancellation charges will apply.

Should any participant damage the property of the venue or verbally or physically injure a member of the staff or other participants, they will be dealt with by the venue management accordingly and may face prosecution by the venue. The Company will not become involved in such matters other than to supply the necessary authorities with contact details of the offending party / parties. Any communications relating to such matters should be conducted between the venue, the offending party / parties and the authorities.

Personal Safety:

Players take part at their own risk. Whilst all our activities are as safe as they can be, safety instructions must be followed at all times as well as any instructions from the instructors or marshals on the day. You are advised not to attempt to go beyond your capabilities or engage in risky or daring behaviour. All physical activities by definition involve an element of risk so it is a given that you undertake the activity with the full understanding of this and accept responsibility for your own safety and the risks involved in taking part. In the case of more than one person taking part under one booking it is a given that the person booking the group with us has relayed the details of the activities to the group and the parents of the group and that the individuals in the group have acknowledged the possible risks involved and that they have agreed to take part on this basis. In the case of under 18's participating, the person booking with us has explained to all parents the risks involved. We carry our own public liability insurance.

Late Start:

Due to the nature of our activities, unforeseen circumstances can delay the start of an event. In all cases the venue will endeavour to minimise your inconvenience and will start the session as soon as possible. The action taken will be dependant on the circumstances surrounding the situation. As such incidences cannot be predicted your understanding is appreciated. Should you choose not to accept the later start time and do not take part in the activity on the same date, no other recompense will be offered from The Company. All communications as a result of such circumstances should be with the venue directly as it will be deemed that The Company has fulfilled their booking with you.

All bookings will be subject to these same conditions without exception. All customers will have deemed to have made themselves aware of these Terms & Conditions and will have accepted them as part of their booking with The Company. No verbal or other communication overrides these terms and conditions in any respect whatsoever.

Weather:

Bad weather, Rain and patchy showers are acceptable conditions that do not require cancellation. We are an all weather provider, and continue in Rain, sleet and Snow. In the event thunder and lightning occurs during the session, the session will be stopped, all participants will be taken to a safe area until the bad weather disperses. The session will then continue as normal. In the event that weather is so severe that the session has to be cancelled by us, (severe gales) we will notify you at our earliest convenience and re-schedule your session for another time. If our venue is operating in adverse weather conditions as normal, and can provide a safe well managed session, in the event you choose to cancel your session, you will do so in accordance with our cancellation policy.

Our activities can be enjoyed in a variety of weathers, providing participants are suitably clothed, in rain we highly recommend waterproof clothing and in hot weather cool layered clothing, long sleeved T-shirts, trousers, sunscreen and insect repellent. Suitable footwear is a must as the woodland has many uneven terrains and muddy areas.

Disclaimers:

You and each member of your party or group will be required to sign the disclaimer form to acknowledge the risks involved with our activities and to confirm they are not suffering from any medical condition or injury whereby taking part would worsen their injury/condition or put others at risk, before undertaking any of our activities. All participants under the age of 18 require their parents to sign on their behalf in order for them to take part. Please note this is a booking condition, that all participants must have this form signed before the session, ready to hand in at the start of the session, in order for them to participate on the day. In the event a child or adult does not have their form signed beforehand and does not present one at the start of the session, they will be denied entrance to the activity and will not be able to take part. The monies will still be due for this player. Forms can be downloaded from our website and organizers need to issue these to their groups.

Please note we cannot accept any photocopies or scanned in versions, they **MUST** be the original documents in the physical form handed in at the start of the session.

Asthma and Medications:

It is a term and condition that anyone taking part in any of our activities must have the correct medications on them at all times to be able to treat them for ALL medical conditions they have. In particular **Asthmatics** regardless of how long ago their last attack was **MUST** have their **own inhaler** with them to take part. This must be carried on them at all times so they can self-administer should they need to. In the event a player doesn't have the correct medication to be able to treat their own medical condition with them, **entry will be refused and no refunds will be given.**

Other Conditions:

Except as otherwise provided in these Booking terms and conditions, Laser Combat Northwest shall not be responsible for the loss, or damage of or to any property or to any person arising from the booking of or participation in the activities we provide.

Parking facilities are available at the site and any vehicles and their contents are left at the owner's risk.

Nothing above shall confer on any third party any benefit or the right to enforce any of these booking terms and conditions.