



Postal Address: PO Box 5187, Erina Fair NSW 2250 Phone: 0431 938 425

BOOKING PROCEDURES

This document relates to our bookings, cancellations, refunds and transfer conditions. Please carefully read the information regarding your planned event.

Making the Booking

In Person or via the Phone: At the time of your booking we will reserve your proposed event time in our Booking Schedule. Your **deposit must then be paid within 7 days of making your booking**. If your deposit has not been received in this time your reservation will become invalid.

A booking made less than 14 days prior to the event date requires the deposit to be paid within 2 business days of the booking. Any booking made within 7 days of the event, requires the deposit to be made immediately.

At the time of paying your deposit, you will receive (or have posted to you) your receipt & the Party Preparation Pack which includes waiver forms. (Each participant is required to submit a fully completed waiver form prior to participating.)

1. Deposit

A deposit of \$50 is required for your Laser Skirmish event. You are required to nominate the number of participants in your group at the time of paying the deposit*. (See "Transfers, Cancellations & Changes to Booking Size*")

You may pay your deposit using cash, direct deposit (BSB 082574, Account 217040732), cheque (payable to Coastlife Church) or via credit card. At the time of paying the deposit, birthday invitations (if required) and Waivers will be provided. Deposits are transferable* but not refundable.

2. Transfers, Cancellations & Changes to Booking Size*

In the event that you are unable to fulfill your event commitment with us, please notify us as soon as possible. You can choose to transfer your booking to another date as long as you notify us more than 14 days in advance. Call us on 0431 938 425. If you fail to notify us, you will not be entitled to a transfer or a refund. In other words, Coastlife Laser Skirmish allows for the transfer of bookings up to 14 days prior to your event at no cost.

Unless Coastlife Laser Skirmish chooses to cancel the event, **the deposit is non-refundable**.

If you need to **increase** the number of participants in your booking, at least 24 hours notice is required and this increase will be allowable if vacancies are available.

If you need to **decrease** the number of participants in your booking, at least 5 days prior notice is required. Decreasing the number of participants in your group without giving 5 days prior notice attracts an administration fee of \$5.00 per cancelled person. (See example below)

For example; a booking for 7 people @ \$30pp (\$50 deposit with a balance of \$160); when only 4 attend on the day - \$15 admin surcharge for 3 forfeitures. The balance to pay formula is (4 x \$30pp) - \$50 deposit + (3 x \$5pp forfeiture admin.) = \$85.

The most common reason for transfers relates to inclement weather. Please read '4.' for specifics

3. Gift Vouchers & Prize Redemptions

Vouchers can only be returned for a refund within 7 days of the date of purchase. If you require a refund please return the voucher to Coastlife Laser Skirmish by post or in person. Prizes can not be exchanged for cash. If you do not use your gift voucher by the expiry date noted on the voucher, the voucher will no longer be redeemable for any service. Once your voucher has been redeemed at the time of booking your event the above transfer conditions apply. Cancellations do NOT apply to vouchers.

4. Poor or Inclement Weather

In the event of light rain or patchy weather, the laser skirmish event will still proceed as planned (appropriate clothing will need to be worn). Light rain or patchy weather does not require the cancellation of the event. Very heavy rain will necessitate the transfer of your event to the earliest mutually agreeable time. *Coastlife Laser Skirmish only* reserves the right to re-schedule an activity due to adverse weather conditions. Should this occur we will contact you to transfer your booking. If you are unsure of the weather for your event and you haven't heard from us, please call us on 0431 938 425 for confirmation either way. If you get voice mail and it does not indicate a cancellation of the activity, then you can assume that we will be expecting you. Please understand that if you don't contact us and the activity does go ahead you will not be entitled to a refund or a transfer.

5. Liability Release & Assumption of Risk

Please note that there are inherent risks involved in outdoor and indoor activities. Every player is required to sign the waiver before playing (minors must have their guardians sign on their behalf).

6. Physical Fitness

It is imperative that you disclose to Coastlife Laser Skirmish any physical or medical condition that may limit or endanger any participants in this event. Any information that is given in this regard will be treated with the utmost confidence. If you do not tell us, it is assumed that you are in good health and are of a level of fitness adequate for the event. At the time of booking or prior to the skirmish, feel free to discuss with us any concerns you may have in regards to the fitness / strength requirements for your proposed event.

7. Use of the Facilities

Facilities at the Coastlife Laser Skirmish Complex are provided for our customer's convenience. The Coastlife Laser Skirmish Complex can be a busy place. Please ensure that you abide by the time and location instructions given to you at the time of your booking and at the venue. Please do not allow your party to run over time as this inconveniences others. When not in a skirmish please ensure that all members of your party are under your close supervision and in the designated place. This responsibility belongs to you. Vehicle access and parking areas must be kept free of unnecessary pedestrian traffic.

8. Appropriate Behaviour

Participants must behave appropriately and will be asked to leave if acting otherwise.

Inappropriate behaviour is defined as (but not confined to):

- a- Reckless or foolish behaviour.
- b- Any behaviour likely to cause injury to themselves or other participants.
- c- Any behaviour likely to cause injury to the employees or agents of Coastlife Mobile Laser Skirmish.
- d- Any other behaviour deemed unacceptable by Coastlife Mobile Laser Skirmish.
- e- Any behaviour likely to cause damage to the equipment or property of Coastlife Mobile Laser Skirmish, its agents, or landowner.
- f- Throwing, kicking, or otherwise making airborne rocks or other debris.