

**How to Book**

- Choose the date you'd like to play.
- Contact us to check availability either via;
  - telephone - 07542950946,
  - direct message through our Facebook page
  - Email – elitesquadlasertag@gmail.com
- We will send you an email confirming your provisional booking. (Please ensure you read and check that all details are correct, in case of a discrepancy please notify us as soon as possible.)
- As part of this email we will attach a booking form and a copy of our general terms and conditions.
- Once booking form completed and returned we will forward an invoice
- Payment of the sum due must be made by you and received by us at least 72 hours before the time of your booking. Failure to pay by this time will result in cancellation of your booking.
- Once your booking form and payment has been received, we will send a confirmation of the booking and any information you may need to know before you come.
- If there are any precise details (eg age of some players and precise numbers of players) that have not been received by the time of your booking, or have changed at the time of your booking, we will require you to complete the details before your play.
- We reserve the right in our discretion (and even on the day of, and/or at the time of, your booking) to cancel your booking, or restrict who may play, if:
  - any details we receive from you appear to us to be inaccurate, and/or
  - any details we receive after submission of the booking form are material to the issue of safety (eg the age of players, material health information, and such like).
- In the case of any such cancellation as above, you will not be entitled to a refund unless the cancellation is made more than 72 hours before you play. In the event of a refund, we may in our discretion deduct an administration fee from your refund.

\*Payments must be made in full and via BACS.

**Cancellation/Refunds Policy**

If you cancel your booking in writing (or by email) more than 72 hours ahead of the time of your booking, we will provide you with a refund, though we may in our discretion deduct an administration fee from your refund. In all other cases in which you cancel your booking, no refund will be available.

Where you cancel your booking, alternative dates may be able to be agreed but this is not guaranteed.

Elite Squad reserves the right to cancel, alter or delay any game where forced to do so by circumstances beyond our control, such as illness weather, or any situation that we believe would put participants or employees in danger.

Should 'Elite Squad' need to cancel for any reason, a full refund or alternative date will be offered.