

## Terms and conditions

### Payment

Full payment is required to book this activity and is strictly non-refundable and cannot be cancelled. In the unlikely event the Newark Dragon Boat Festival is cancelled so no Virtual Reality Experiences take place you will be offered a full refund.

### Eligibility

Each customer is responsible to determine if they are fit to safely take part in the activity. If you are unsure, please seek medical advice prior to your session to ensure you are physically fit enough to participate.

The following persons are not allowed to participate in any games:

- anyone who appears intoxicated through alcohol, drugs or any other intoxicating substance
- anyone who is pregnant
- anyone who has had an operation within the past 12 months that, through participating, the object of the operation could be aggravated
- anyone undergoing medical treatment for an ailment that may be aggravated, including but not limited to, high blood pressure, epilepsy, back problems, neck problems or any heart condition
- anyone suffering from any other known condition that may be aggravated
- Anyone under 5ft tall is unable to drive due to height requirements for reaching the controls, but can experience a passenger lap
- Unfortunately for the driving experience there is no access for wheelchair users or people with disabilities that would make them unable to drive in real life as this is a VR Experience.

We reserve the right to refuse players who do not meet these requirements, without refund.

Anyone under the age of 18 is required to be accompanied by a responsible adult at all times when engaging in these activities. The responsible adult must sign and confirm that they will take responsibility for the agreed under 18 at all times whilst taking part in the activity.

### Arrival time

All participants should arrive at the VR gazebo 5 mins before their allocated session time. Please be aware if you miss your scheduled start time you will not be eligible for a later booking or refund.

The event organisers are not responsible for factors out of its control, for example, late running commuter services, traffic, or parking difficulties (this is not an exhaustive list).

### Health & Safety

The safety of all our customers and teams is paramount to us. You must comply with all instructions given relating to your activity from the person running the activity. We will take sufficient steps to ensure as far as is reasonably practicable, that your session will at all times be safe and without risk to health. As a result, you will be asked to sign disclaimer forms prior to commencement of your activity. Customers must wear appropriate loose clothing including closed toe shoes to participate and participation in the game may be refused if appropriate clothing and footwear is not worn.

### Behaviour

- When inside the VR gazebo you are expected to behave in a respectful manner towards the staff, the equipment, and other people around you. The event organisers have the right to terminate, without notice, your activity and ask you to leave the venue or site if your behaviour is considered unacceptable by a member of our staff. This includes, but is not limited to, vandalism, violence, abusive behaviour, discrimination, or any other act that is deemed inappropriate. If such an incident occurs, you will not be entitled to any refunds.
- We reserve the right to refuse your participation on the day with no refund if you or any of your party are believed to be under the influence of alcohol, drugs, or other intoxicating substance. The event organisers do not accept any liability for any accidents that may be caused if you or any of your party are under the influence of alcohol, drugs, or other intoxicating substance.

- We reserve the right to stop the activity and terminate your session with no refund if you or any of your party do not follow instructions from any member of the staff on site. We accept no liability for any damage caused by any member of your group and may seek to claim compensation as a result of your actions.
- We reserve the right to stop your session without a refund if we feel that the safety of anyone is at risk.