



Terms and conditions

Contact & Communication

Your personal information is kept private and stored securely until a time it is no longer required or of no use, as detailed in the EU's General Data Protection Regulation "GDPR". Every effort has been made to ensure a safe and secure form to email submission process, however using such form is at your own risk.

Booking Confirmation

A £50 deposit is required to reserve the agreed Date and Time. The Booking will be confirmed once we have acknowledged receipt of payment. The remaining balance needs to be paid 48 hours before the arranged start time of the party/event.

Payment terms

Deposit payments are required to be made by bank transfer or debit/credit card.

The remaining balance should be made via bank transfer, debit/credit card or cash 48 hours before the time of the scheduled party/event. If you are paying by cash, please notify us of this at the time of booking and ensure that you provide the exact money as we cannot provide change.

Cancellation Policy

If you need to cancel or rearrange your party/event then please contact us on 07359389861 or send an email to chris@battlereadygaming.co.uk as soon as possible. If notice of 15 days or more before the booked party is given, then we will try our best to rearrange the party/event date free of charge (subject to availability and within 1 year of original booking date) and the deposit will be transferred to the new date. The date can only be transferred free of charge once.

Any cancellations made 14 days or less before the party/event date will forfeit the deposit.

Unforeseen Circumstances & Liability

In the event of a major technical/mechanical failure with the Battle Ready Gaming Van, a full refund will be offered, or an alternative date arranged.

In circumstances such as serious illness, severe weather or any other circumstance which would subject Battle Ready Gaming Van or any of its employees or any of its participants to danger we reserve the right to cancel, alter or delay your booking. We will inform you of any such issue as soon as possible and offer alternative arrangements.

In the event of traffic or other circumstances beyond our control preventing us from being able to fulfil your booking, our liability shall be limited to a refund of any monies paid in relation to the contracted event. A pro-rata reduction in the party hire fee will be paid in the event of a delayed start but only if you fail to receive the full time that you paid for. No further compensation will be paid irrespective of any loss of earnings. Depending on the situation we will also offer to exchange the booking to another date.

Day of the party

If the party starts later than the agreed time because Battle Ready Gaming was not ready, then we will continue until you have had the time you paid for. If the party is delayed because you do not turn up on time, the party will still finish at the agreed time. If nobody turns up at the party/event and we have no contact with you then Battle Ready Gaming will leave after 30 minutes and no refunds will be given.

Safety of Participants

We will not tolerate bad behaviour, bad language, aggressive behaviour or threatening behaviour to our team or other Battle Ready Gaming customers.

Entering and exiting the van is via the back doors only and using the steps provided. Depending on weather conditions the doors maybe left open or shut. Entering and exiting the vehicle should be done so with caution and kept to a minimum. Battle Ready Gaming takes no responsibility if injury occurs from not following these instructions.

It is the client's responsibility to ensure there is sufficient parking available in a suitable and safe location for the party to be held and this should be considered prior to booking. Any incidents or injuries to participants whilst accessing, entering, or in the van, due to an unsafe location will be at the organiser's responsibility and expense. Battle Ready Gaming staff reserve the right to refuse a location if deemed unsafe.

Employees of Battle Ready Gaming reserve the right to refuse entry/remove any person, who in their judgement, is found to be unmanageable, a danger to the safety or enjoyment of others, or misusing equipment. In this event, no refund will be given to said individual(s) nor to the party in cases where this leads to a cancellation of the booking. Any additional costs involved in removing said participant(s) will be incurred by the client.

For the comfort, health and safety of all concerned, there will be no smoking in or near the van. Customers are required to stay seated at all times unless entering or exiting the van. Strictly no standing on the seats. The Company will accept no liability for problems arising from failure to accept and/or respond to the authority and instructions of the appointed staff.

Anyone considered being under the influence of drugs or having consumed an excessive amount of alcohol will not be allowed in the van.

Age-Appropriate Gaming

It is your responsibility to inform the Battle Ready Gaming Van which PEGI age ratings/games are allowed to be played, to ensure the games are appropriate and of a suitable age rating, and to have prior consent from participants parents/guardian. The Battle Ready Gaming Van takes no responsibility in relation to any harm caused if you instruct us to allow participants to play games

rated above their age. Yourself or an appointed person (over the age of 18 years) needs to be present throughout the party.

Age Restrictions

Children under 6 years old must be supervised by a parent, the parent must stay with the child for the duration of the session. Without this constant supervision, the child will not be allowed into the van or allowed to remain if the parent vacates the leaves the van or immediate surrounding area.

Food and Drinks

No food and drinks to be brought on to or consumed within the van.

Media Rights

Photographs, videos and other recorded media taken during your event may be used by Battle Ready Gaming for marketing or advertising purposes. If this is unacceptable, please notify us beforehand. Any material published that you are unhappy with will be removed upon request. Safeguarding of children is of paramount importance to Battle Ready Gaming.

Damages

In the event of any damages caused by participants to the van or equipment, except fair wear and tear, the client will be charged the full retail replacement cost. Any damages must be reported to staff immediately. Under no circumstances can we be held responsible for any damage to driveway or ground's that is considered to be caused by our vehicle, crew or partygoers. It is the party organiser's responsibility to ensure the grounds are suitable to support our vehicles and where unsure, to seek advice from a qualified person.

Electrical supply and services

The van will need to be connected to 2 x 230v socket outlets located no greater than 20 meters away from the van. Each extension lead we use takes no more than 6 Amps and it is the responsibility of the organiser to ensure the sockets and circuits we will be connecting to are suitable and not defective. If you are unsure then please consult a qualified electrician. Battle Ready Gaming take no responsibility for damages/fires caused by inadequate or defective electrical equipment.

Event Information

All information given in any literature produced by or on behalf of Battle Ready Gaming is given in good faith and is intended as a guide to services available and may be altered without notice. All information is correct at time of going to press.

Complaints Procedure

If you have any complaints during your booking, please notify the Battle Ready Gaming staff immediately. We will do our utmost to find a satisfactory solution. In the event that you are not satisfied then please notify us by e-mail (chris@battlereadYGaming.co.uk) as soon as possible after the date of your booking. Your feedback is valued.

Insurances

The Company is covered by all necessary insurances.

Online Multiplayer Games

Most multi-player games require a strong Internet connection. We have an Internet connection in the van but is subject to coverage in your area. If needed we may ask to connect to your router by cable.

Under no circumstances is Battle Ready Gaming responsible for not being able to run online multiplayer games due to poor Internet.

Under no circumstances is Battle Ready Gaming responsible for game servers being off-line, if a large update is required to play, or a game is unplayable for any reason. Unfortunately, this is out of our hands.

Due to most popular games not being split-screen we strongly advise to limit party numbers to 1 person per console, this would be 8 players. This ensures that each player has the best experience.

Virtual Reality

The Virtual Reality experience is only available to parties where the “person celebrating” is aged 10 or over and where other players are of a similar age (nearly 10 or above).

The Virtual Reality experience is only available where the total number of participants is equal to or lower than 8.

It is your responsibility to have consent from participant’s guardians and to inform the Battle Ready Gaming Van of anyone who is not to use the Virtual Reality equipment due to medical grounds or any other reason.

Battle Ready Gaming staff reserve the right to withdraw use of the Virtual Reality headset.

By paying a deposit to Battle Ready Gaming you agree to these terms and conditions.