



Bookings, Deposits & Cancellations

- **Bookings:** A non refundable deposit of £50 is required to secure all bookings. We can not reserve any bookings without a deposit. The balance is then payable 2 days before your party. Payment via bank transfer, cash is not accepted.
- **Cancellations:** We will offer a full refund in case of cancellation by us due to mechanical failure beyond our control.
- In the case of adverse weather conditions whereby it would be too dangerous for the van to travel or for the party to go ahead an alternative date will be offered depending on availability.
- If you need to cancel your party or event please contact us immediately. Depending on the circumstances we will do our best to offer you an alternative date.
- **Changing the Date & Time:** If you need to change the time or date of your booking we will try our best to accommodate you with this however this is subject to availability.
- **Our Rights to Cancel:** Gaming Warriors reserves the right to cancel any booking taken at any stage up to the time of the event due to circumstances outside of our control such as extremely bad weather, staff illness or any unsolvable technical issues. If an alternative date is not achievable then all deposits and/or final balances paid will be refunded in full without delay.
- **Prices:** Our prices include a 10 miles drive each way from our base in Staines-upon-Thames and is quoted for a set period of time.

Age appropriate Gaming



 
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- We have a range of games installed on our consoles so it is the responsibility of the hirer to find out and inform us of any age restrictions or games restrictions for any players.

Attendees

- We can accommodate ages 7+
- Our standard parties are for upto 10 guests, however we can accommodate more, please inform us of required numbers and we will try our best to help.
- Any gamers under the age of 7 will require adult supervision at all times. Please do not come on the bus with them and leave them onboard while you go indoors two minutes later! This is unfair on our staff as they then have to decide whether to leave the party unattended or let young children wonder off the bus unattended when they've decided they want to get off. Please do not put our staff in this position. No responsibility is taken if you decide to break this rule, we are not a baby sitting service! Our party hosts will be required to abort any party where this rule is being broken with no refunds offered.

Console Updates

- Our consoles are checked for game updates on a daily basis but with no prior warning or control over what time or date game updates are released to the world by the game manufacturers we can't guarantee play-ability of all games. Although we will always try to make sure all games are available, in the event a game requires an update during a gaming event no liability will be accepted by ourselves for the lack of game play for the specific game in question.



 
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On site

- **Arrival:** Although we aim to arrive at least 10-15 minutes before the party, in the event we are delayed on arrival due to traffic or other unforeseen circumstances your booked gaming time will still be honoured but no discount or compensation will be paid.
- **Parking:** It Is the hirers responsibility to ensure there is adequate parking at the agreed location, that the ground is flat enough, (slanted is not good) and there is adequate access to the proposed parking place. We require 2 cars parking back to back space in length to park and operate. It is the hirers responsibility to liaise with neighbours etc that could block our access in. We allow 10- 15 minutes prior to a booked start time to get parked, plugged in and set up, any delays such as ones listed here may impact on your booked gaming time. We reserve the right to abandon any event upon arrival if we can not park safely or access the proposed space safely or without your assistance. In this event no refunds will be made of any amount.
- No food or drink is to be taken inside our vans. Anyone purposely bending the rules will be charged a one off fee of £50 and will have their party aborted with no refunds.
- No smoking or vaping will be allowed on the bus.
- We accept no responsibility for any damage to driveways or ground parked on during the event.
- Whilst our hosts are there to provide technical support with the gaming consoles etc. the party organisers/hirers are still responsible for the children/party attendees.
- In the unfortunate instance that a child or adult vomits or has a toilet accident inside the gaming van we reserve the right to pause the event with the extraction of everyone inside to seek to clean the van. Any loss of gaming time will not be reimbursed. If we are unable to clean up to our satisfaction during the event we



 
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reserve the right to implement a one off charge to the booking party of £50 to compensate our time to make good. This will also no doubt affect other parties booked that day.

Power

- It is the hirers responsibility to provide access to a standard plug socket within 40 metres of our parked position, failure to provide this could mean having to abandon the event with no refunds given.
- Gaming Warriors holds no responsibility in the highly unlikely event of any damage caused to the power supply for the event.

Behaviour

- We reserve the right to remove or request the removal of anyone inside the gaming bus if we judge their behaviour to be aggressive in any way towards our equipment.
- Any damage caused to our equipment or van during the event that we deem as a result of improper behaviour or vandalism is not condoned. We reserve the right to charge to the booking party the reasonable costs of repair or replacement and/or abandon the event without prior warning with no refunds given.
- Gaming Warriors do not tolerate bad language, threatening, disrespectful or aggressive behaviour within the van or towards our staff or other attendees of the event, in reflection to this we reserve the right to remove anyone from the vehicle as necessary or end the event at any time with no refunds.
- We reserve the right to request the removal of any member of the event party from the vehicle if there is adequate reasoning to believe they are under the influence of drugs or excessive alcohol consumption. Failure to comply to these rules may result in a stoppage of game-play temporarily or in full.



 
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Safety to Our Customers

- Every effort has been made to ensure our gaming van is safe, clean and all together fit for purpose and that it complies with all Health and Safety requirements but anyone entering or exiting the Gaming Van does so at their own risk.
- All members of our staff are DBS certified.
- Gaming Warriors have full public Liability insurance which can be requested at any time prior to the event day.
- We hold no responsibility over any event member who may suffer from any form of photo sensitive related incident.
- Our van does not have wheelchair accessibility, nor does it have accessibility via crutches inside the van, this is due to the very minimal space and the constant need to keep the isle clear at all times.

Photography & Social Media

- For advertising purposes we may take photos and/or short videos. These may be used on our website or on other social media advertising platforms. As we are unable to seek permission from the parents of all the children attending regarding photos we ask the booking party to let us know if you'd prefer no photos or videos. You are also welcome to take photos as you please.

Technical Issues

- In the event of unforeseen technical issues on site resulting in less gaming time or less screens available a discount will be evaluated on a case by case basis after the event.



 
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Internet Availability

- We will always attempt to connect via ethernet cable to your router first. Please inform us if this is not possible. We have a back up internet connection via 4G. However in rare cases due to bad positioning etc we may not be able to receive signal and therefore will be limited to using offline only games, this can reduce the number of games we are able to offer and in which case no refunds or part refunds will be offered where we are unable to get connect to the internet.

Terms of Use

- The gaming consoles within the van and games within them are for private use only. Not for commercial use.
- Gaming Warriors do not charge a fee to any event / booking party or the members of any event to play on our consoles, any use of the games consoles is completely free of charge.
- The fee stipulated by Gaming Warriors to provide our gaming parties or attend any event on our website or conveyed in any other way is a hire fee for a set time period with our specially customized van and the A/V equipment (not including the games consoles) providing a one off event environment for up to 10 people. All equipment/games are complimentary and event participants can bring and play their own games/equipment if they want.
- We reserve the right to amend any service details for example pricing, service maps, offers, time frames of events without notice. Any booked events will not be affected



 
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