



GROUP BOOKING

INFORMATION PACK

*******Please find below important information regarding your booking*******

Thank you for booking your Group session with us, we are super excited to see you and very much looking forward to meeting you all soon.

To make sure your session runs smoothly please read all of the information below that applies to all bookings in addition to our terms and conditions of booking that can be found here; <http://www.outdoorlaser.com/booking-terms-and-conditions/>.

Booking confirmation

Once you have placed your booking you will receive a booking confirmation via email from our office team. If you haven't received it within 20 minutes of booking, please check your Spam folder or junk folder and then click "not spam" to make sure you receive all the session info before you arrive.

Booking Conditions

- On booking you have paid for the party in full. By securing the booking, those places have been removed off our booking system and reserved for your guests. This will prevent others from booking these places. Full payment at the time of booking is required.
- For a full refund, to decrease numbers or to transfer the session date, you must notify us giving us more than 4 weeks notice before the date of the session.

- We are unable to transfer, refund, offer any credit notes or alternative sessions for individual places where there has been a decrease in numbers within 4 weeks of the session date. You are very welcome to find another player to take the place of the non attendee.
- If you notify us within 4 weeks of the booking but giving more than 2 weeks notice we may be able to move the whole booking to an alternative date subject to availability.
- Unfortunately we can not offer a transfer of date if the session is within 2 weeks of the date of the booking.

The V.I.P

Our VIP will get a free 16th place on all of our sessions. We love celebrating special occasions so if there is a VIP such as a Hen, Stag, Birthday VIP, leaving do VIP or the organiser of a team event or get together, then please let us know their name if you haven't already! We love making a fuss and we also want to make sure they get their official medal of honour in way of a personalised dog tag.

The free 16th place is added to the booking manually by us, so you don't need to do anything your end, we will take care of all of that for you.

Adding additional Players

We recommend booking for the minimum numbers required and then adding on players the week before the session to make sure you don't over book. Please let us know by the Wednesday before the session if you would like to add on any additional players and we can get that sorted for you, no problem at all. Better to book the minimum and add later on.

Decrease in numbers before the event.

As above, you can't decrease your number of players within 4 weeks of the event. We also can't refund for any broken bones, pregnancies, unforeseen circumstances or no shows on the day.

What to wear

The Great British weather can be unpredictable so we always recommend warm clothing. Depending on the time of year you will need to wear appropriate outdoor clothing - there is no such thing as bad weather just bad clothing!

For winter months we recommend warm layered clothing, waterproof coat/Jacket,

old clothes you don't mind getting muddy and grubby in the woodland, **trainers or walking boots only** - no open toed/open heeled shoes. Shoes must have adequate ankle support for outdoor use. Thin gloves are a great idea, and anything else to keep you warm.

In summer months we recommend long trousers (we are a woodland and insects and bugs live in the woodland), long sleeved t-shirt, trainers or walking boots only - no open toed/open heeled shoes. Shoes must have adequate ankle support for outdoor use. You may wish to bring a thin waterproof coat if raining. We recommend sunscreen and insect repellent.
Please leave all valuables at home

What time do we arrive?

We recommend arriving 5-10 minutes before your session start time. Unfortunately we cannot accommodate late arrivals so please ask all your guests to arrive on time :-). On arrival, please wait in the car park and one of our awesome team will come and collect you and take you up to the gaming areas.

Can we dress up?

Of course! It's your event and we want you all to have fun. The only limitations we have is on footwear so no High Heels! And no flip flops or open toed/heel shoes. Apart from that anything goes!

Food options

After a few hours of action packed, adrenalin pumped lasergaming, the recruits will be hungry so why not pre-book some authentic italian, wood fired pizza! It's super delicious and will finish off the event perfectly.

You can share a 12 inch pizza (half each - 4 slices) for £4.99 each or you can treat yourself and have a whole 12 inch pizza for £9.99 - 8 slices. Food will need to be pre-booked before the day and we will remind you of the options before the session takes place.

Spectators/Non players

For health and safety, all non-players must stay in the food shelter area and cannot enter the gaming zones, it's players only in the zones. There are areas with limited views in the shelter area that you can see the session and gaming, but we would ask that you do not distract the players whilst games are taking place or cross the fencing area to access the zones. The rule is if you wanna see you'll need to play!

What is the structure of the session?

On Arrival you will hand in your disclaimer forms to the commanding officer. You will then be briefed on the session ahead and begin kit up and weapon issue.

Once you are ready the safety brief will begin and weapons training will commence. We will then form the teams and give you your first mission and send you on your way. This usually takes approximately 30 minutes in total.

The rest of the session is pretty full on! Throughout the rest of the session, other mission objectives will be given to you and you will continue to complete the mission objectives and you will continue gaming until the end of your session. At the end of the session, we will take a group photograph for you all and this will be uploaded to our facebook so you can share.

If you are booking for the 2 hour option your game time will be 1.5hrs and if you are booking the 2.5hr option then the gaming time will be 2 hrs. The games are pretty full on and immersive so it will be action packed. If you are having the food option this will happen after the session finishes.

Weather

Bad weather, Rain, light snow and patchy showers are acceptable conditions that do not require cancellation. We are an all weather, outdoor, wet weather provider, and continue in Rain, sleet and Snow – subject to access to the site.

In the event thunder and lightning occurs during the session, the session will be stopped; all participants will be taken to a safe area until the bad weather disperses. The session will then continue as normal. In the event that weather is so severe that the session has to be cancelled by us, (severe gales, and severe snow storms) we will notify you at our earliest convenience and re-schedule your session for another time.

If our venue is operating in adverse weather conditions as normal, and can provide a safe well managed session, in the event you choose to cancel your session, your session will not be re-scheduled, the full balance will still need to be paid and no refunds will be given.

Is this suitable for the ladies?

Absolutely, HELL YEAH! The Ladies LOVE Lasergaming, there is NO paint, NO projectiles, No Pain, NO bruises, NO masks and NO protective clothing needed just to play.

We have 8 different gaming guns to choose from so we have the light weight SMG's that are only 2kg and we also have the big guns that weight 4kg so something for everyone in team. The way our games are structured it isn't all about who is the fastest and strongest, there are many roles within the team and Ladies LOVE Lasergaming because they feel they can join in the fun without being covered in bruises the next day and they usually are the sharpest shooters so BOYS be warned!

Do we play on our own or against another group?

If your group size is less than 25 players then the session will be non-exclusive so there MAY be others playing against your team.

If you are wanting exclusivity then you will need to make the initial booking for 25 or more players.

In the event that it is just your team playing at the time then your whole group will be split into 2 and the 2 teams will battle each other.

If there is another adult group in at the same time then your whole group will stay as one and Battle the other group. Other groups will have players that are only over 16 years of age. These might be corporate events, stag & hen events or social clubs.

We wouldn't ever split up any of the group and mix with another so if there are 2 different groups in at the same time then you would stick with your own teams, we wouldn't split some of you up and make you play in a team with another group you don't know.

If your original group size on booking is over 25 players or you are paying based on the minimum charge for 25 then your session automatically becomes exclusive to your group only providing there isn't another group already booked.

In the event you book for less than 25 when you first book with us but then add to your numbers between the date of booking and before the session date then there may be a chance that at the time of booking and since the initial booking another group has booked in the meantime. On those occasions it wouldn't be exclusive but we can look at other times for you and offer you some alternative dates or you can go ahead with a non exclusive session.

Is there parking?

Yes we have plenty of FREE parking and also coach and minibus parking. Players and visitors park at their own risk. Please note Lasergaming UK Ltd does not accept liability for any loss or damage to motor vehicles, their accessories or contents whilst parked in our carpark. Please leave all valuables at home.

Do I need to sign a disclaimer?

Yes, it is an insurance requirement that all players must have a signed disclaimer form to play. **NO FORM – NO PLAY.**

These are downloadable from our site. If a player highlights a medical condition, they must provide details before the day, for example, if they have ticked back injury, they must provide details on the nature of the injury, how long ago etc.

If we feel the injury or medical condition may need further assessment we will recommend you discuss taking part in our activities with your GP as we are not medically qualified to assess you suitability to take part or not.

Our Disclaimer forms require the player to confirm that they do not know of any medical condition that they suffer from which might have the effect of making it more likely that whilst under our care, the player be involved in an incident, which could result in injury to themselves or others. This includes epilepsy, seizures, convulsions, Asthma, Back problems, recent injuries and other conditions. In the event a participant discloses a medical condition, we would recommend they have written consent from their doctor to take part in the activities.

In order to play Lasergaming, all players must be able to safely negotiate their way around our woodland and gaming zones and be able to hold their gaming gun unassisted throughout the duration of the gaming. They must be free from serious injury. Please call us on 01865 410074 if you are unsure about taking part.

With good preparation and management of the session, it is not very often players can not take part, it is better to call us and check beforehand if there is anything you are unsure about so we can make preparations for that particular player, conduct the necessary risk assessments and check suitability in line with our company policies rather than them turn up on the day, and they can not take part due lack of time for preparation for medical conditions and injuries. They will also need time to check with their GP. If we have recommended you check suitability or you disclose a medical condition, injury on the day on your disclaimer which we think increases the

risk by you participating in our activities, we will ask you to sign an additional disclaimer.

Asthmatics

In line with health and safety legislation, If a player ticks the Asthma Box, they must have an inhaler with them to take part. We can not allow players to take part without their life saving medication to treat them in the event it is needed regardless of how long ago it was since they last had an attack or how occasional it might be.

Please note we can not allow players with broken bones in casts to take part for obvious reasons.

If you have any other questions regarding your session with us then please do let us know, we are always happy to run through any of the above or answer any further queries you may have to ensure everything runs smoothly on the day.

See you all soon -

Best Wishes

Lisa & The Lasergaming Team!

Tel: 01865 410074