

Laser activity T&C

General participation

- All players participate in Laser at their own risk. By taking part, customers agree to follow all safety instructions, centre rules, and staff guidance at all times. Staff are present to ensure equipment is used correctly and safely.
- Participants must be at least 6 years old and over 1.1m tall.
- Children must be supervised by a responsible adult at all times. The company does not provide supervision.
- Participants must turn off mobile phones during gameplay.
- Flat, closed toe footwear with good grip is recommended.

Health and safety

- Laser is a physically active game played in a dark environment with theatrical haze. Participants should consider whether the activity is suitable for them.
- Laser is not suitable for anyone with a pacemaker or similar medical device.
- Anyone with asthma, epilepsy, or other relevant medical conditions should inform a member of staff before playing.
- Asthmatics are advised to bring their inhaler.

Behaviour and arena rules

- Running is not permitted. Players must move only at a speed that allows them to stop safely.
- No physical contact with other players or arena structures.
- No climbing, sitting, crouching, or lying down in the arena.
- No abusive or threatening language.
- Good sportsmanship is expected at all times.
- Non players are not permitted in the arena without management permission.

Venue rules

- No external food or drink may be brought onto the premises.
- Only food and drink purchased at the venue may be consumed on site.
- No food or drink in the briefing room, airlock, or arena.
- No alcohol, smoking, or chewing gum permitted during participation.
- Anyone believed to be under the influence of alcohol or drugs will be refused entry.

Bookings and parties

- Standard party format is game, break, game, followed by party area use where applicable.
- Party areas are available for a limited time after gameplay.
- Players must arrive before their session time. Late arrival may reduce play time or result in refusal of entry without refund.
- If fewer players attend than booked, the full booking amount may still be charged.

- Customers must notify the venue of allergies or dietary requirements when ordering food. While reasonable precautions are taken, cross contamination cannot be guaranteed.

Game sessions

- Sessions include briefing, kit up, and gameplay.
- Gameplay duration may vary depending on kit up time.
- Sessions may occasionally be delayed.

Liability and property

- The company accepts no responsibility for lost, stolen, or damaged belongings.
- The company shall not be liable for injury, loss, or damage resulting from misuse of equipment, failure to follow instructions, failure to comply with these terms, or lack of supervision.
- Equipment faults may occasionally occur despite maintenance.

Photography and monitoring

- Photography or video recording is not permitted without management permission.
- CCTV operates throughout the venue.
- Telephone calls may be recorded for training and monitoring purposes.
- From time to time, authorised photography or video recording may take place for promotional purposes. By entering the venue, customers consent to the use of images in marketing materials.

Flashing Lights:

Please be aware that some of our attractions, may feature flashing, strobe or dynamic lighting effects as part of the customer experience. These effects may not be suitable for individuals with photosensitive epilepsy or other conditions affected by flashing lights. If you have any concerns, please speak to a member of our team before booking or participating.

Operational rights

- The company reserves the right to refuse admission.
- The company reserves the right to amend activity times, attractions, and prices.
- The company reserves the right to withdraw or close activities for operational or safety reasons.
- Terms and conditions may be updated at any time.