

The Gaming Truck

[Gaming Van Logo]

These Terms & Conditions apply to all bookings made with The Gaming Truck. By placing a booking, the hirer agrees to the following terms.

1. Bookings, Deposits & Payments • A £50 non refundable deposit is required to secure any booking. No booking is confirmed until the deposit is received. • The remaining balance must be paid prior to the commencement of the party. Payment can be made by card, bank transfer or cash. • For corporate events, school bookings, or large scale events, a separate agreement may be issued. • Prices include travel within 15 miles from our base in Manchester. Additional mileage will incur a surcharge (quoted at time of booking).

2. Cancellations & Refunds 2.1 Cancellations by the Hirer • Deposits are non refundable under all circumstances. • If you need to cancel your party please contact us on 07702221820 where we will be happy to offer you an alternative date within 12 months of your original booking, your deposit is fully transferable to your new party date.

2.2 Cancellations by The Gaming Truck We reserve the right to cancel due to: • Mechanical failure • Staff illness • Severe weather • Technical issues beyond our control If cancellation is required and no alternative date can be agreed, all payments (including deposit) will be refunded in full.

3. Changing Your Booking • Changes requested more than 4 weeks before the event are free (subject to availability). • Changes requested within 4 weeks may incur a £50 admin fee. • Changes requested within 14 days may be treated as a cancellation.

4. Arrival, Setup & Delays • We aim to arrive 15–20 minutes before the scheduled start time. • If delayed due to traffic or unforeseen circumstances, the full gaming time will still be honoured where possible, but no compensation will be offered. • If the hirer requests early departure, no refund will be given.

5. Parking, Access & On Site Requirements • The Gaming Truck requires 8 metres of safe parking space on a flat surface. • The hirer is responsible for ensuring: o Suitable parking o Access for the van o Any permits or parking fees • We accept no liability for damage to driveways, grass, or decorative surfaces caused by the van or guests. • If access is unsafe or blocked, we may abandon the event without refund.

6. Power Supply • A standard household plug socket must be available within 50 metres of the van. • In cold weather, a second socket may be required for heating.

7. Age Appropriate Gaming • We follow the hirer's instructions regarding permitted games and age ratings. • PEGI age ratings are legally enforced; we will not allow under age players to access restricted content. • If you do NOT want certain games (e.g., Fortnite) played, you must inform us at booking stage.

8. Supervision & Behaviour • Children remain the responsibility of the hirer at all times during the party. • Our staff reserve the right to remove any participant who is abusive, violent, destructive, refuses to follow instruction or poses a safety risk. No refund will be given. • The Gaming Truck is a strictly no smoking environment.

9. Equipment, Internet & Technical Issues • Consoles are updated regularly, but we cannot control unexpected update requirements. If a game (e.g., Fortnite) requires an update during your event, we accept no liability for downtime. • Online gaming relies on 4G/5G. If signal is poor, we may request access to your home internet via Ethernet. • If neither option works, offline games will be used. No discounts will be offered for internet issues. • If technical issues reduce gameplay time, a discretionary partial refund or discount may be offered at management's decision.

10. Damage & Liability • Any damage to equipment or the vehicle caused by guests (other than fair wear and tear) will be charged at full replacement cost. Any purchases made by the guests on the gaming truck accounts will be the responsibility of the individual that booked the gaming truck and will be required to be paid in full. • The Gaming Truck accepts no responsibility for: o Injuries caused by misuse of equipment o Trips, slips, or falls inside or around the van o Damage to property caused by guests or third parties • Entry into the van is at the participant's own risk.

11. Media & Photography • We may take photos or videos during the event for marketing purposes. • We will always inform you before using any media and respect safeguarding concerns. • If you prefer no photos to be taken, please notify us before the event.

12. Weather Conditions • The Gaming Truck operates in most weather conditions. • In extreme weather (ice, snow, storms, flooding), we may reschedule for safety reasons. • If rescheduling is not possible, a full refund will be issued.

13. Food & Drink Policy • No food or drink is allowed inside the van.

14. Health & Safety • Players must follow staff instructions at all times. • Anyone feeling unwell should exit the van immediately. • Strobe lighting, loud audio, and fast paced visuals may affect individuals with epilepsy or sensory sensitivities.

15. COVID 19 / Illness Policy (Optional Clause) • If anyone in the household is unwell with a contagious illness, please inform us. • We reserve the right to refuse entry to anyone visibly unwell to protect staff and other customers.

16. Governing Law These Terms & Conditions are governed by the laws of England & Wales.