

Ambush Paintball Ltd

AKA Ambush Activities

Terms & Conditions

Please read these terms & conditions carefully, before finalising your booking – they cover how your booking will be made & confirmed, how amendments & cancellations will be handled and how you are expected to behave during your event (including the consequences if you fail to follow the rules laid out).

Bookings

- All bookings are subject to availability. Current availability can be found online (www.ambushactivities.co.uk) or by calling 07836762787 (09:00-21:00)
- We will always endeavour to find an alternative date/activity if your first choice is unavailable.
- Full payment is required at the time of booking.
- As with similar leisure activity providers offering a specific service on a certain date, all monies paid for activities operated by us are non-refundable, with the only exceptions detailed in our cancellation policy detailed below.
- It is your responsibility to ensure that the event you are booking is age appropriate to your group.
- A confirmation email will be sent (to the address that you provide during the booking process – please double check your details are entered correctly). Please also check that the booking details are correct – contact us immediately if there are any errors.
- ALL players must have submitted a completed electronic waiver form – the link to this will be in your confirmation email. It is your responsibility to ensure that link is available to all participants in time for them to meet the deadlines (outlined in the confirmation email). Players not yet 18 must have the waiver completed by their parent/court appointed legal guardian.

Cancellations

- We will only offer refund/credit if WE have to cancel an event.

If this is due to exceptional circumstances beyond our control (extreme weather, COVID or other) there will be no refund but a credit note will be available for an alternative date.

- If YOU amend the booking – we reserve the right to charge an admin fee.
- If YOU cancel more than 7 days before the event there will be an admin fee of £10 pp.
- If YOU cancel within 7 days of the event there will be no refund or credit note available.
- All amendments/cancellations should be made in writing (via email to info@ambushactivities.co.uk)

Please note that:

Absent players on the day will not be refunded nor will any part of their prepaid package be available on the day.

On the day

- Players must adhere to rules and regulations at our venue on the day of their event. Failure to do so will result in players being asked to leave and no refunds will be made.
- Players should always remain courteous to staff and game marshals. Failure to do so will result in players being asked to leave and no refunds will be made.
- Players must arrive on site at the specified start time.
- Players must be present for the safety briefing, failure to attend the safety briefing can lead to your event being cancelled and no refund or amendment will be offered.
- Players appearing to be intoxicated or under the influence of drugs will be asked to leave – no refund will be made.
- Players who have not submitted an electronic waiver will not be allowed to participate – no refund will be given.
- Only paintballs bought on site may be used.

- If you are planning to use your own equipment, it must comply with all legal & insurance requirements and will be subject to various checks. If any equipment fails to meet the requirements, you will NOT be able to use it.

Miscellaneous

- Prices in force at the time of your booking will apply on the date of your event.
- If the rate of VAT changes, any purchases/payments made after the date of the change will be liable to change.
- Ambush Paintball Ltd has full public and product liability insurance.
- Your personal information will be used to process your booking and keep you informed of any changes.
- We will only give your personal information to third parties where the law either requires or allows us to do so.
- We may transfer our rights and obligations under these terms to another organisation.
- This contract is between you and us. No other person shall have any rights to enforce any of its terms.
- Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- These terms are governed by English law and you can bring legal proceedings in respect of the services in the English courts.