



TERMS & CONDITIONS – LASER COMBAT

1. Supervision & Responsibility

- All children must be supervised at all times by a responsible adult while on our premises.
- Children remain the responsibility of parents/guardians throughout the entire visit.
- A recommended ratio is one adult for every five children.
- Parties that are not adequately supervised may be stopped for safety reasons.
- Troop Commanders are not supervisors; their role is to run the session and support the structure of your party.

2. Health, Fitness & Participation

- All participants must complete a health/fitness disclaimer prior to taking part (available on our website).
- Anyone with a medical condition that may be affected by physical activity must seek medical advice before participating.
- Hatton reserves the right to refuse participation if a guest is deemed unfit or unsafe to take part.

3. Clothing & Footwear Requirements

- Sturdy, enclosed footwear must be worn (e.g., trainers or boots).
- The following are **not permitted**: open-toe shoes, sandals, crocs, heels, or any unsafe footwear.
- Outdoor, weather-appropriate clothing is essential. The experience takes place in woodland and on uneven terrain.
- Clothing may become muddy—washing is recommended as soon as you return home.

4. Behaviour & Conduct

- All participants are expected to behave in a safe and respectful manner.
- Aggressive behaviour, rule-breaking, or refusal to follow staff instructions may result in removal from the activity without refund.

5. Weather Policy

- Laser Combat runs in most weather conditions, including rain.
- In extreme weather where safety is compromised (e.g., storms, high winds), Hatton may cancel or postpone the session.
- If Hatton cancels due to weather, an alternative date will be offered.
- Refunds are not issued for poor weather unless Hatton cancels the session.

6. Late Arrivals

- Sessions start promptly. Late arrivals may miss briefing or game time for safety reasons.
- Parties cannot be extended due to late arrival. The session will finish at the scheduled time.

7. Party Sizes & Exclusivity

- Minimum numbers:
 - 12 players for children's (under 14) and family parties
 - 15 players for over-15s and team-building events
- Maximum 36 participants per session.
- Exclusive use of the combat zone requires booking the full capacity (36 players). Otherwise, games may run with other groups.

8. Food, Dietary Requirements & Catering

- Food choices and all dietary requirements must be submitted 2 weeks before the party, at the time of final payment.
- Failure to provide this information on time may limit available catering options.
- Customers may bring their own birthday cake and candles.

9. Personal Belongings

- Personal items, including birthday gifts, remain the responsibility of the party organiser.
- Hatton cannot be held responsible for loss or damage of personal property.

10. Accidents & First Aid

- Any accidents or injuries must be reported immediately to your Troop Commander so they can record and assist.

11. Booking, Payments & Cancellations

- A £50 deposit is required to secure your session.
- Final numbers and final payment are due 2 weeks before your booking.
- Deposits are non-refundable.
- After final payment, the booking becomes fully non-refundable.
- Balances may be paid by credit/debit card over the phone with the organiser.
- Significant changes to group size should be communicated as soon as possible.