



## Terms and Conditions

- I. All deposits are non refundable.
- II. Full payment must be made within 2 weeks of booking or as specified on the deposit confirmation.
- III. All payments are non refundable.
- IV. Agreed event fees will not be reduced or refunded for any booking where a group or person fails to attend or withdraws from the event for any reason.
- V. Completion of a booking does not constitute a binding contract until full payment has been received and confirmed as such by Zubaball.
- VI. Customers are fully liable for any damage caused to the equipment or venue when acting outside of instructions.
- VII. Payments by Credit Card/Paypal will incur a 4% surcharge to cover the increased costs.
- VIII. All Zubaball events carry elements of danger and those taking part recognise this fact and take part entirely at their own risk.
- IX. No person has permission to take part in any Zubaball event until a signed Liability Waiver has been received by Zubaball. If a person has not provided a signed liability waiver then that person is specifically not allowed to take part in any event and should immediately remove themselves from our premises.
- X. No alcohol or recreational drugs are to be consumed during the event or for at least 8 hours before the event. All participants must be and must remain alcohol and drug free throughout the event.
- XI. Participants should be mentally and physically fit enough to take part in the event this is in order not to be a danger to themselves or others.
- XII. Any person who suffers from epilepsy, claustrophobia, fits, fainting, bouts of dizziness, is pregnant or is currently receiving treatment or prescribed medication from a doctor or hospital which is likely to affect their mental or physical condition should not participate.
- XIII. The right to refuse or expel any person who acts irresponsibly or disregards safety instructions at any time, without compensation, is reserved and will be utilised where necessary.
- XIV. For safety reasons, participants arriving after the safety briefing has commenced are not allowed to take part.
- XV. Where an event is delayed due to late arrivals, the operational management may in their sole discretion and on request of all of the participants, delay the safety briefing. In such case, the event will be shortened to make up for the lost time.
- XVI. Sessions cannot be refunded, re-booked or re-used for a group or person who fails to attend.
- XVII. Participants under the age of 18 must provide a Zubaball Liability Waiver signed by a parent or legal guardian before taking part. Without this the participant is not allowed to take part in the event.
- XVIII. If you are unsure about any participant's suitability due to age, weight or height please contact Zubaball for clarification in good time before the event.
- XIX. Zubaball cannot be held responsible for acts of God or other events beyond their control which prevent them from fulfilling the requirements of the day and reserve the right to substitute alternative events.
- XX. Due observance and fulfilment of these terms and conditions, in so far as they relate to any compliance of the participant, shall be conditions precedent to any claim.
- XXI. No variation of these terms and conditions shall be effective unless made in writing and expressly accepted in writing and agreed by or on behalf of Zubaball.
- XXII. These terms and conditions do not affect your statutory rights.
- XXIII. This contract shall be construed in accordance with and governed in every respect by English Law