

BATTLE OF BRITAIN VENUE

Booking, Payment, Cancellation, Rebooking and Entry Terms & Conditions

*For online bookings, walk-up activity purchases, and all visitors entering the premises.
Replace bracketed placeholders before use.*

Important: these Terms are drafted for customer-facing use in a UK leisure venue context. They are designed to sit alongside your venue waiver, on-site rules, booking checkout wording, confirmation emails, and operational practices.

Last updated: [DATE]

These Terms & Conditions apply to all bookings, entries, purchases and visits to Battle or Britain Venue operated by Battle of Britain Dodgems Ltd (the “Company”, “we”, “us”, “our”).

By making a booking, entering the premises, purchasing any activity, or paying for any product or service, you agree to these Terms & Conditions.

1. Scope of these Terms

These Terms apply to:

- all online bookings made through our website and/or booking system;
- all activity purchases made on site;
- all persons entering the premises, whether participating or not;
- all pre-booked activities, including dodgems with integrated laser gameplay and VR;
- all walk-up activities, including Basket 4 and the shooting range; and
- any food and drink purchased on site.

2. Booking System

All pre-bookable activities are booked online through our booking platform.

Bookings are accepted only when the customer completes the online checkout process, full payment is received, and a booking confirmation is issued.

A booking is not confirmed until a confirmation email and/or booking confirmation page has been generated.

Customers are responsible for checking their booking details carefully at the time of booking, including the date, time, activity, participant details and contact email address.

3. Activities Covered

The following activities are currently available at the venue:

- Pre-booked online: dodgems with integrated laser gameplay; VR experiences.
- Walk-up / pay on site: Basket 4; shooting range.

We may add, remove, amend, suspend or replace activities at any time for safety, operational or technical reasons.

4. Waiver Requirement

All persons entering the building must have read and signed the Venue Waiver before entry.

This applies whether the person has pre-booked online, is paying on arrival, intends to participate later, changes their mind and decides to take part in an activity while on site, or is accompanying others into the venue where waiver completion is required under our operational rules.

For persons under 18, the waiver must be completed by a parent or legal guardian.

It is the customer's responsibility to ensure that every member of their party has completed the waiver before entering and/or participating.

Entry and participation may be refused where a waiver has not been properly completed.

5. Acceptance of Terms and Waiver at Time of Booking

By completing an online booking, the customer confirms that they:

- have read and accepted these Terms & Conditions;
- have read the Venue Waiver or the waiver summary presented during booking;
- understand that every participant and entrant must complete the waiver before entry and participation; and
- will ensure that all members of their group comply with these requirements.

For the avoidance of doubt, ticking acceptance boxes at online checkout does not remove the requirement for a valid signed waiver before entry where our process requires it.

6. Prices and Payment

All prices are shown in pounds sterling (£).

Full payment is required at the time of booking for online pre-booked activities unless expressly stated otherwise.

Walk-up activities must be paid for at the point of purchase using the available on-site payment method, including card payment through our payment terminals where applicable.

We reserve the right to correct pricing errors, withdraw offers, limit availability, and refuse or cancel bookings where there has been an obvious pricing or technical error.

7. Online Leisure Booking Cancellation Rights

Our bookings are for leisure services provided on a specific date and/or time. To the extent permitted by law, the statutory 14-day cancellation right that often applies to distance contracts does not apply to these time-specific leisure bookings.

This does not affect any rights you may have where we cancel a booking, fail to provide the service, or where the law says a refund, repeat performance, price reduction or other remedy must be given.

8. Customer Cancellation Policy

If you choose to cancel a pre-booked activity more than 48 hours before the booked start time, you may request a permitted self-service rebooking through your online customer portal, subject to these Terms and system availability.

Where a cancellation request is made more than 48 hours before the booked start time, the remedy offered will be the option stated on the booking platform or confirmation for that booking type, which may be rebooking, venue credit, or another remedy expressly stated by us.

Bookings are non-refundable and non-transferable within 48 hours of the booked start time, except where we agree otherwise at our sole discretion or where you have rights that cannot legally be excluded.

If you cancel with less than 48 hours' notice, fail to attend, arrive too late to participate, or are refused participation because you have not completed the waiver or met the entry requirements, you will not be entitled to a refund.

9. Rebooking Policy

Where rebooking is allowed under these Terms, it must be completed by the customer through their own online customer account / portal.

We do not provide routine manual rebooking by telephone, email, social media message, or at the front desk simply because a customer is unable or unwilling to use the online portal.

All customer-led rebooking is:

- subject to availability;
- subject to any product restrictions;
- subject to any expiry period or booking window we set;
- subject to payment of any price difference if the new slot is more expensive; and
- without refund of any price difference if the new slot is cheaper, unless we choose otherwise.

Failure by a customer to use or access their portal in time will not override these cancellation or rebooking terms.

10. No-Show and Late Arrival Policy

If you do not attend your booked session, your booking will be treated as a no-show.

No-shows are non-refundable and non-transferable.

If you arrive late, entry is not guaranteed. Where late entry is permitted, the activity may still end at the originally booked time and no refund, credit or extension will be given for lost time.

11. Customer Responsibility for Booking Management

Customers are responsible for managing their own booking details, including checking confirmation emails, attending on the correct date and time, ensuring waiver completion, ensuring all participants meet any rules, restrictions and arrival requirements, and using the online portal where rebooking is permitted.

12. Entry and Participation Conditions

Entry to the venue and/or participation in any activity may be refused where a person:

- has not signed the waiver;
- does not meet the activity rules or restrictions;
- appears intoxicated or impaired;
- behaves aggressively, recklessly or unsafely;
- refuses to follow staff instructions;
- arrives too late; or

- attempts to use a booking fraudulently or contrary to these Terms.

No refund will be due where participation is refused because the customer or their party has failed to comply with these Terms, the waiver, or safety requirements.

13. Walk-Up Activities

Basket 4 and the shooting range are walk-up activities and are paid for on site.

Availability for walk-up activities is not guaranteed and may vary based on capacity, maintenance, staffing, safety or operational demands.

Even where an activity is purchased on site, all relevant waiver and entry requirements still apply before participation.

14. Group Bookings and Lead Booker Responsibility

Where one person makes a booking on behalf of others, that person confirms that they have authority to do so and accepts responsibility for passing these Terms and the waiver requirement to the rest of the group.

The lead booker is responsible for ensuring that all members of the group know the booking date and time, complete the required waiver, and comply with venue rules and staff instructions.

15. Technical Issues and Customer Errors

We are not responsible for losses caused by incorrect email addresses, names or dates entered by the customer, customer failure to read booking confirmations, customer failure to complete checkout properly, customer device, browser, spam filter or internet issues, forgotten passwords, or failure to access the customer portal in time.

Where there is a genuine platform error caused by our booking system and not by the customer, we will investigate and, where appropriate, offer a suitable remedy.

16. Company Cancellation or Changes

We may cancel, postpone, interrupt, shorten, substitute or alter any booking or activity for reasons including safety, maintenance, technical faults, staffing, operational reasons, force majeure, venue closure, or circumstances outside our reasonable control.

If we cancel a booking before it begins and no suitable alternative is offered, you will be entitled to a rebooking, venue credit, or a refund, as determined by us acting reasonably and subject to your legal rights.

17. Force Majeure

We are not liable for failure or delay in performing our obligations where this is caused by events outside our reasonable control, including power failure, internet or system outages, fire, flood, severe weather, government restrictions, civil disturbance, epidemic or pandemic events, supplier failure, or mechanical or technical breakdown.

Where reasonably possible, we may offer rebooking or credit, but this will be at our discretion unless the law requires otherwise.

18. Refund Method

Where a refund is due, it will be made to the original payment method where reasonably possible.

Refund times may vary depending on the payment provider and banking system.

19. Chargebacks and Payment Disputes

Customers must contact us first regarding any booking dispute before initiating a chargeback or payment reversal, so that we can review the issue.

Nothing in this clause prevents a customer exercising lawful rights through their card provider, but misuse of chargebacks in breach of these Terms may result in future bookings being refused.

20. Safety Rules and Waiver Compliance

All customers and visitors must comply with the Venue Waiver, venue signage, safety notices, staff instructions, and any activity-specific rules.

Failure to do so may result in refusal of entry, removal from the venue, cancellation of participation, or forfeiture of the booking without refund.

21. Food and Drink

Food and drink purchased at the venue are subject to availability.

Customers must notify staff of allergies before purchase or consumption where relevant and should review any allergen information provided.

No refund will be given simply because a customer later decides not to consume food or drink purchased, unless required by law.

22. Data and Contact Details

Customers must provide accurate contact details when booking.

We may use those details to send booking confirmations, operational messages, safety information, waiver links, and important changes relating to the booking.

Customers are responsible for monitoring the email address used at booking.

23. Consumer Rights

Nothing in these Terms excludes or limits any rights you have under applicable consumer law, including rights that cannot legally be excluded or restricted.

24. Severability

If any part of these Terms is found invalid or unenforceable, the remaining provisions will continue in full force to the extent permitted by law.

25. Governing Law

These Terms are governed by the law of England and Wales, and any disputes shall be subject to the jurisdiction of the courts of England and Wales.