Airvault Terms and Conditions

1 GENERAL

1.1 These Terms and Conditions apply to the booking of any activities provided by Airvault, Lulworth Entertainment LTD, registered office Regent House, Folds Road, Bolton, England BL1 2RZ.

1.2 Airvault provides access to a number of activities, which include but are not limited to trampolining, inflatables, jump towers, airbag, ninja runs, performance trampolines, obstacle course, slides, toddler ride on toys, café access on mezzanine level, party rooms, disco sessions, amusement arcades and parties.

1.3 These terms and conditions apply when you book to take part in an activity session at Airvault or use our café facilities. They contain important information concerning participation by you and your group and you are responsible for sharing with all members of your party to ensure they are aware and accept these terms.

1.4 No booking shall be deemed to have been accepted unless accepted in writing by Airvault, which will be in the form of an emailed booking confirmation.

1.5 Airvault reserves the right to make changes to the terms and or activities whether to conform to any applicable safety or other statutory requirements or otherwise.

1.6 Please read all terms and conditions carefully and check booking details and confirmation. You must notify Airvault if a mistake has been made as soon as possible to discuss.

1.7 You should arrive at least 15minutes before the time booked to allow for checking in and waiver confirmation. Late arrivals may not be permitted to undertake the activities and no refunds or compensation for consequential losses, travel expenses or other expenses will be payable in such circumstances.

1.8 These terms and conditions incorporate the terms of Airvault Waiver and privacy policy. Everyone in your party must complete a Safety Waiver before taking part in any activities.

1.9 Airvaults word is final.

2 **SAFETY**

2.1 Participation in the activities is not without risk and misuse can be fatal. The activities are physically challenging with many inherent risks and hazards. All participants will be provided access to a detailed safety briefing. This should be watched by anyone participating in the activities.

2.2 All participants are required to sign a waiver acknowledging and accepting the associated risks and agreeing to comply with all safety rules.

2.3 Airvault reserves the right to refuse admittance to the activities or remove participants from any of the venues activities should management deem it necessary to do so. This includes and visitors who refuse to comply with safety rules or instructions from Airvault staff or any individuals who are thought to be under the influence of drugs or alcohol. All participants are required to act responsibly and courteously at all times and to respect other participants and Airvault staff. The decision of the Manager on duty will be final.

2.4 All participants entering the arena must wear suitable grip socks. These must be purchased at Airvault or another trampoline park. We have the right to inspect these and if they are deemed not to be in suitable condition for safety or hygiene then replacements must be purchased from Airvault reception.

2.5 The activities are physically demanding and participants must be reasonably fit and healthy with a degree of strength, agility and stamina. Participants must weigh less than 18 stone/114kgs and be age 5 and over to participate independently during peak times. Anyone who does not meet these requirements will not be permitted to undertake the activities. It is the booking holders responsibility to ensure everyone in the party meets these requirements.

2.6 Increased forces can aggravate physical conditions, excessive weight, bone or joint problems, circulatory, heart or lung conditions, recent surgery, back, neck or musculoskeletal issues brittle bone). Pregnant women should not take part. Anyone suffering with a heart condition or wearing any form of cast are not allowed to participate in any activities. If participants have any preexisting medical concerns they should discuss participation with their doctor prior to booking. Participants must certify that they do not suffer from any medical conditions that would make it more likely that

they would be involved in an incident that could result in an injury to themselves or others. Participants are responsible for their own personal well being.

2.7 Children always remain the responsibility of parents or guardians at all times. Airvault does not provide supervision at any time. A participating adult must accompany any children aged 4 and under at a maximum ratio of 2 children per adult. An adult supervisor must remain on site at all times for any children aged 13 and under, they must not be left on the premises at any time on their own. The supervising adult must sign a waiver on behalf of any children in their care acknowledging that they are responsible for the children's safety and supervision whilst visiting the venue.

2.8 At off peak periods Airvault offer special sessions for families and toddlers. Adult participation is required to supervise children age 4 and under whilst on any of the equipment. The supervising adult is required to move around accompanying the toddler on each different piece of equipment and must not leave the activity area. The adult must remain on the equipment for the duration of the session.

2.9 Participants are advised to jump within their own ability. Only the individual knows or understands their own limits and competencies. If you are unsure as to whether you are able to complete a manoeuvre then you should not attempt.

2.10 Participants or supervising adults should be able to see similar distance to those required for driving a car. Consequently, short or long sighted individuals should wear appropriate contact lenses or glasses, ensuring these are shatter proof ideally sports suitable.

2.11 Participants must be dressed appropriately and Airvault reserves the right to refuse entry to any participant who is not appropriately dressed. Details on suggested clothing is available in FAQ's on website. Clothing should be appropriate to the activity. No clothing should be worn that may pose a risk to the equipment such a s belts, buckles, jewellery or sharp items. Long hair must be tied back. Inflatables, slides an trampoline beds can be abrasive so nothing delicate should be worn and Airvault will not be responsible for any damage or loss of clothing or personal items whilst engaging in activities.

2.12 No refunds or compensation will be payable by Airvault if any participants in your party are not permitted to take part in the activities for any reasons set out in the terms.

2.13 Airvault welcomes children and adults with any special needs. However they must be accompanied and supervised at all times by a responsible carer aged 18 years plus. At peak times when we may be particularly busy it may not be possible to accommodate children or adults with special needs for safety reasons. Please contact Airvault prior to booking to discuss needs and we be able to advise the most appropriate times to ensure an enjoyable and safe experience.

2.14 Participants consent and agree to the use by Airvault of CCTV monitoring for Health and Safety , training and security purposes. Airvault consents to participants and members of their group undertaking photography for their own non commercial purposes.

2.15 Only food and drinks purchased from the Airvault café shall be consumed on the premises. This applies to parties and regular visitors.

2.16 Participants consent to the collection of personal data to maintain records for safety waivers on behalf of themselves and minors in their care and for marketing purposes.

3 Price and Payments

3.1 Subject to any terms agreed in writing between Airvault and you, charges for all activities and products are calculated at current rates with full payment due at time of booking.

3.2 Airvault reserves the right to change prices where necessary at any time. No changes will affect activities already booked and paid for. No additional fees will be payable in the event of prices increases, nor will any refunds be given for any reductions in prices.

3.3 Airvault is unable to replace or reimburse the value of any lost or expired gift cards.

3.4 No bookings will be checked in until full payment has been received and cleared. Any delays caused by outstanding payments, including delays to participants' session start times or any loss of allocated session time, will not be reimbursed or compensated for. It is the responsibility of the

participant or booking organiser to ensure that full payment is settled in advance to avoid any disruption.

4 Cancellations

4.1 No refunds are given for cancellations. For cancellations with at least 24hours notice the session can be transferred to another date. Notice must be given by telephone or email. Cancellations with less than 24hours notice are not entitled to a transfer or refund. This also applies to late comers or non attendees.

4.2 Airvault reserves the right to cancel your booking at any time. In such event all reasonable endeavours will be used to notify you as soon as possible. A full refund will be given but no other compensation will be given.

4.3 If an event outside of Airvaults control occurs which means activities can not be provided then the booking is refundable by way of a transfer to another suitable date and time or by gift voucher for the booking value to be redeemed at a later date.

4.4 Birthday parties and group bookings must be cancelled with 14 days notice. In this instance bookings can be transferred to another suitable date. The 50% deposit payment is non refundable.

5 Liabilities

5.1 Parking facilities are available at the site and any vehicles and contents are left at the owners own risk and are subject to any conditions and fees as required by the provider.

5.2 Lockers are provided free of use for the convenience of customers. Any items left in lockers are left at users own risk and Airvault will not accept any liability for loss or damage of any items, whatever the cause.

5.3 Airvault, its employees and directors are not liable to you, your dependents or legal representatives for any claim for any indirect or consequential loss or damage, including without limitation personal injury or financial loss or damage, whether such liability arises in breach of contract, tort including negligence of Airvault and its employees.

5.4 Airvault will not be responsible for the loss, or damage, of or to any property or any person arising from the booking of, during your visit, or participation in the activities. Personal possessions are brought to the venue entirely at the owners own risk.

5.5 Except as otherwise detailed any liability of Airvault will be limited to the refund of any charges paid to Airvault.

5.6 Airvault reserves the right to make alterations to these terms at any time.