



Terms & Conditions

Thanks for booking with Laser Skirmish! We're excited to help you create an unforgettable event. Please review the terms below. Your booking is confirmed upon receipt of full payment and acceptance of these conditions. If you have any questions regarding this policy, please phone us on 1300 666 559.

1. Booking & Payment

Bookings can be made in-store, by phone, or via our chat. When you book, your reservation will initially be tentative in our system. A 50% deposit is required upon booking. This deposit locks in your reservation.

We accept bookings up to 12 months in advance, subject to stock availability and our standard Terms & Conditions. We recommend booking at least four weeks ahead to avoid disappointment.

For an official tax invoice, just ask!

Upon booking, you will be required to agree to these Terms and Conditions. Bookings should be made at least 8 business days before your event date to allow for proper scheduling. After booking, you will receive a confirmation email with all the details. Please check it carefully and notify us immediately if anything is incorrect. We cannot be held responsible for errors if you do not notify us.

1.1 Final Payment

To receive any discounts on your booking, final numbers and payment are due three business days before your event (as seen in your confirmation email). Changes to your booking are **not** confirmed without written confirmation from Laser Skirmish.

If you wish to add additional players after this date (such as on the day of your event), no discounts will be available. Failure to attend or notify us is treated as a cancellation and is non-refundable. There are no refunds for no-show players during or after your event.

2. Postponements

- Postponements **within 48 hours** of the event incur a 50% postponement fee.
- Postponements made **within 8 days** but more than 48 hours before the event incur a 20% postponement fee.
- Postponements made **more than 8 days** in advance incur a \$25 processing fee.

All postponement requests must be submitted in writing (email or text). If your request is made by phone, you will receive a new confirmation email.

Only one date change is permitted per booking. Further changes may incur additional admin or rescheduling fees.

3. Cancellations

- Cancellations made within **48 hours of the event** are non-refundable.
- Cancellations made **within 8 days but more than 48 hours from the event** incur a 75% cancellation fee.
- Cancellations made **more than 8 days before the event** incur a 50% cancellation fee.

4. Weather-Related Postponements & Cancellations

Postponements/cancellations due to weather will be *reviewed on a case-by-case basis* and are only accepted for extreme weather conditions, including:

- **Torrential rain** is likely to cause flooding at the site or make travel to/from the site unsafe.
- **Extreme heat** is defined as a forecast of 37 °C or higher during the event hours.
- Light to moderate rain or mild weather is not considered sufficient grounds for postponement or cancellation. We operate rain or shine, unless extreme weather conditions apply.

If we cancel your event due to extreme weather or operational issues, you'll receive a full refund or free reschedule.

5. Player Requirements

All players must wear enclosed **shoes and long pants** that cover their ankles.

Players arriving without these will need to hire gear:

- \$10 per person for coveralls
- \$5 per person for shoes

Refusal to wear suitable attire or hire gear will result in non-participation.

6. Waivers (Membership Form)

Every participant must hand in a completed [Laser Skirmish insurance waiver \(aka Membership Form\)](#), which can be found here on the day of the event.

The forms can be filled out on the day or downloaded from our website, printed, and brought with you.

We **do not** accept emailed or digital versions; our field staff do not have access to office emails.

Participants under 18 must have their form signed by a parent or legal guardian (not just any adult).

7. Hydration

Please ensure all players bring a **water bottle** or other means of hydration.

We provide a refill station but do not supply cups or bottles.