

Terms and Conditions

Leisure Matters is the supplier of all experiences that appear on www.leisurematters.com. When you purchase an experience or book with a voucher from Leisure Matters or with a voucher provided by an external provider, you become legally bound by these terms and conditions. Please do not proceed with or complete a booking, or purchase a voucher until you have read, understood and accepted these terms and conditions.

Availability

All experiences are offered subject to availability of dates. Bookings should be made as far in advance as possible, especially during peak times. Participants should not make any travel or accommodation arrangements until they have received a booking confirmation email from Leisure Matters showing the date and time of the booked experience.

Gift Vouchers & Availability

Each voucher will show a unique code (or series of codes) which must be submitted when making your booking. Experiences must be booked and taken prior to the expiry date on your voucher.

Failure to submit valid voucher details prior to your booked experience means the full retail cost of your experience (as per Leisure Matters website) will be required to cover the cost of the experience before you will be allowed to proceed with registration. This payment will be refunded upon receipt of valid in date voucher details.

In the event you are unable to book and take your experience before the expiry date on your voucher, Leisure Matters will extend the voucher for 3 months for which there is a £10 administration fee. The administration fee must be paid at the time of requesting an extension. Vouchers can only be extended if they are still within their expiry date at the time of the request and can only be extended once. Once extended, the voucher will become non-refundable.

All vouchers purchased directly from Leisure Matters are non-refundable after 7 days of purchase.

A voucher will be deemed to be invalid if it is out of date unless you have written prior agreement from Leisure Matters or an external provider.

Leisure Matters accepts no responsibility for lost or stolen vouchers or for any loss you may incur as a result of impersonation or identify fraud. Any gift voucher lost or stolen will not be replaced.

Bookings

All experiences must be pre-booked unless stated otherwise. Customers should not arrive on site expecting to participate in an experience if a booking has not been made. Leisure Matters will not be liable for costs incurred if the procedure set out in these Terms and Conditions is not followed. Bookings are not finalised until a written confirmation from Leisure Matters has been received.

For group and party bookings, final number of participants must be notified to Leisure Matters no later than 7 days prior to the experience taking place and any outstanding balance must be paid in full either before the experience or on the day. If confirmation is not received, the number of participants indicated when the booking was made will automatically be taken as final 7 days prior to the experience taking place. Experiences have maximum groups sizes and spaces are allocated according to bookings. Therefore, no refunds will be given if there are fewer participants on the day than booked/confirmed.

Some experiences require a deposit in order to secure a date. Please note, this is non-refundable.

Booking Confirmations

Leisure Matters bookings confirmations and gift vouchers are delivered by email to the email address provided by the person making the booking/purchase. Please be aware that some email accounts may categorise our email booking confirmations or vouchers as unwanted or spam email. Leisure Matters is not liable for any loss suffered as a result of an email booking confirmation or voucher being blocked by web filters or firewalls. A Customer Disclaimer is included with the booking confirmation email. This must be signed by the participant (or the participant's Parent/Guardian) and handed in to staff on site on the date of the event. Participants must also bring a copy of their booking confirmation email to facilitate registration.

Safety

All of the experiences require registration and a health and safety briefing, and some require a certain amount of preparation. It is essential that participants attend the health and safety briefing otherwise they will not be able to participate. Health and safety instructions given by the onsite Manager must be adhered to at all times.

No alcohol or drugs can be consumed either before or during an experience. Leisure Matters reserves the right to refuse an experience to persons suspected of being under the influence of alcohol or drugs.

Late Arrivals

Participants are advised to arrive 15 minutes prior to their booking time. It is the responsibility of the participant to arrange transportation to the venue and to allow plenty of time for their journey to ensure they arrive on time for the experience.

Leisure Matters cannot be held responsible for vehicle breakdowns, traffic hold-ups, public transport delays or strikes. Participants are strongly advised to check travel reports and public transport timetables prior to making their journey.

Late arrivals will not be permitted to take part in an experience due to missing the health and safety briefing and will therefore forfeit their booking.

Spectators

Leisure Matters welcomes spectators. Participants may bring up to 2 spectators each to watch their participation in their selected experience. Spectators are required to comply with all health and safety regulations and expectations of conduct while on site. Any spectators deemed under the influence of alcohol or drugs will not be permitted on site.

Weather

While Leisure Matters experiences are not weather dependent, it may be necessary to cancel events in certain circumstances. The safety of staff and participants is paramount and we would appreciate your understanding with this. If an event is cancelled, it will be rescheduled for a later date at no extra charge. No refunds will be given. Weather conditions on the day can change quickly and events can still be cancelled after they have started should it be deemed unsafe to continue. Participants that fail to attend on a day that operates in spite of bad weather forecasts will lose their experience. In the event of cancellation, Leisure Matters will not be held liable for the cost of travel expenses, pre-booked accommodation cost or any other costs incurred.

Refunds, Cancellations, Reschedules

Leisure Matters will refund booked experiences and vouchers bought directly from Leisure Matters within 7 days of purchase minus a £10 administration fee. After 7 days, no refunds will be available.

Where gift vouchers have been bought from external providers and a booking has been made, no refunds will be given and voucher validity will be lost for any cancellations.

Should participants need to reschedule an existing booking after 7 days of booking, a £10 rescheduling fee will apply per participant each time a booking is rescheduled.

Participants failing to turn up to an event will not be able to reschedule, no refunds will be given and voucher validity will be lost.

Cancelled Events

Sometimes Leisure Matters has to cancel events for reasons such as, but not exclusive to, the weather or mechanical breakdown, or because minimum requirements are not met such as minimum number of participants in the group. Leisure Matters regret such eventualities, but in these circumstances, are unable to reimburse travel, accommodation or any other expenses incurred in relation to the cancelled event. Leisure Matters will contact all participants as soon as possible advising of the cancellation, which may be as late as the day of the event. Participants have 10 days to contact Leisure Matters to reschedule their experience at no extra cost. No refunds will be given.

Insurance

The very nature of the experiences Leisure Matters provide mean they can be dangerous. Prior to making a booking, participants should consider the risks involved. Leisure Matters hold a valid public liability insurance and this is always available to view on site.

Restrictions

Certain experiences provided by Leisure Matters are subject to minimum age, health or other requirements. It is the purchaser's responsibility to check that the restrictions are met. Once you have confirmed a booking, you are not eligible for a refund if you are forced to cancel because the minimum requirements are not met. Details of restrictions and requirements are below. Please read them carefully.

HEALTH WARNING – If you are in any doubt – do not participate. If you are not in good health you should **NOT** participate.

If you have any of the following conditions you should seek medical advice before participating.

- High blood pressure
- Heart condition
- Suffer from dizziness or Epilepsy
- Damage to neck, back, spinal column, legs or eyes
- Asthma
- Pregnancy
- Alcohol – if you appear intoxicated you will not be able to participate
- Medication – please inform us if you are taking any form of medication

We MUST be advised if participants have any medical conditions PRIOR to the event. For us, knowledge is the key to providing a memorable experience for everyone.

Age requirements:

- Archery/Air rifle shooting/Axe Throwing – Minimum age 14
- Mini Tanks – Minimum age 8
- Laser Tag – Minimum age 6
- Under 18s require a parent or guardian's permission and signature
- 6-17 year olds must be accompanied by an adult

Height and weight requirements:

- Minimum height (for Mini Tanks) – 1.2m (4')
- Maximum height (for Mini Tanks) – 1.95m (6' 5")
- Maximum weight (for Mini Tanks) – 114kg (18 stone)

Disclaimer consent must be completed to comply with our insurance regulations.

Litter

Participants are asked to take all litter with them when leaving the site, especially if using the picnic area after their experience, as there are no onsite litter facilities.

Personal Belongings

It is the responsibility of the participant to ensure that they are in possession of all their personal belongings following their experience. Leisure Matters accepts no responsibility for private property whilst on our site, including accepting liability should property be returned for any reasons to someone who is not the rightful owner, i.e. as a result of impersonation or identity fraud.

Property left on site will be kept for a period of 3 months, after which it will be disposed of in a manner that Leisure Matters see fit. This may include donation to charity or third parties.

In order for property to be reclaimed, Leisure Matters require a detailed description of the items(s) including brand, size, colour, unique features, proof of ID and date item was left.

Leisure Matters will mail/courier reclaimed property back to the presumed owner upon receipt of the appropriate fees for postage and packaging (and insurance during transit if requested in writing). Leisure Matters will not automatically arrange for insurance during transit. All items are sent at owner's risk.