



Laser Battalion, LLC

75 Clover Leaf Drive
Arlington, TN 38002
901-616-1409

Inclement Weather Policy

Overview

We reserve the right to cancel any or all games, even on the day of the event, due to the overall weather or site conditions (examples: rain, excessive heat, muddy fields, etc.).

We always try to work around weather related problems. If the weather presents a problem before the party, we will work with you to find an alternate date / time. If we cannot find an alternative, we will cancel the event and you will owe nothing (see Cancellation Policy).

If weather-related problems occur **during** the party, we have 3 options for you to consider: (1) Wait for the Weather to Pass, (2) Refund the Remaining Game Time, or (3) Reschedule some or all of the event (additional fees apply).

Hot Weather Policy

Heat Index Under 90 degrees

The customer **must** provide ample amounts of water or other hydrating drinks for the players. The players **may** take breaks every 30 minutes for 10 minutes in duration.

Heat Index 90 degrees to 95 degrees

The customer must provide ample amounts of water or other hydrating drinks for the players. It is **mandatory** that players take breaks every 30 minutes for 10 minutes in duration. We **may** eliminate use of the head band.

Pre-game setup **may** take longer than normal and **may** be limited in scope. Post-game teardown **may** take longer than normal.

Heat Index 96 degrees to 100 degrees

The customer must provide ample amounts of water or other hydrating drinks for the players. It is mandatory that players take breaks every 30 minutes for 10 minutes in duration. We **will** eliminate use of the head band.

Pre-game setup **will** take longer than normal and **will** be limited to what we can do safely. Post-game tear-down **will** take longer than normal.

We reserve the right to pause and / or discontinue all activity due to players or staff appearing overly stressed by the field conditions (i.e. high temp, lack of shade or cooling breezes, high humidity, etc.).

Heat Index Above 100 degrees

All the above applies. Plus, there will be no activity (i.e. setup, game play or teardown) during the heat of the day (1:00pm – 6:00pm). Games can still be played either in the morning or evening. Alternatively, we can play throughout the day in an air-conditioned, indoor facility such as a gymnasium.

Precipitation Policy

We will not set up or play during any precipitation.

Once we set up the playing field, dealing with weather problems becomes more complicated. But, if it occurs **during** the party, we offer one of three options (1) Wait for the Weather to Pass, (2) Refund the Remaining Game Time, or (3) Reschedule for an additional setup fee.

For more details see our Cancellation Policy below.

Field Conditions

If the weather is bad on the days leading up to the event, we face the question of whether we should cancel or not. If the precipitation has ended (or is expected to end) by the time of the event, the next thing to consider is field conditions. Specifically, we are looking for water saturation. And we are making a distinction between being just wet versus saturated. A saturated field is suspected if there are puddles (standing water) or muddy areas. These conditions can stop us from setting up and / or playing.

How to judge the field:

The field may not be suitable for playing if any of the following conditions exist:

- Visible standing water is present on any part of the field.
- Visible mud on any part of the field
- While walking on the field, water can be seen or heard with your footstep - squishy.
- While walking on the field, you are leaving footprints.
- If you just stand on the field, water gathers around the soles of your shoes.

A saturated field needs about 24 hrs in good conditions or 48 in poor conditions to dry out.

Sometimes only part of a field is unplayable. So, check several areas.

In some cases, we might look at the weather forecast and decide days in advance that we need to cancel. In other cases, we might want to wait – even up to the day of the event - and see what happens. For example, if there is a nice breeze or even sunshine in the forecast, that will help the field dry out.

The time of the year might influence it too. During the Summer, showers can be hit and miss – one area gets soaked while another is sunny. However, in the cooler months, the rain tends to be more widespread, more frequent, and everything dries more slowly.

Customers thinking about cancelling due to field conditions might consider:

- How well does my site drain – if it drains well, it can be used sooner than one that drains slowly.
- the impact on the party if players are wet / muddy – expect slips and falls – what will you do with those people
- the turf – It could be temporarily damaged by people running and playing on it when it is saturated.
- How much notice (if any) do you need to give the guests if you are cancelling laser tag.

Laser Battalion must consider:

- electrical safety – we use a generator but even if we use local (wall) power – it can be a risk.
- our equipment (laptop, router, Wi-Fi access point, guns, headsets, etc.) is expensive and none of it is waterproof.
- the logistics of setting up - can we get our trailer to the field – can we still use our carts or will they sink
- insurance – would players or their parents blame us if the player's clothing, or belongings (phone) get ruined
- do we have time before the next party to clean the bunkers / barriers – especially if the next party is indoors

If precipitation presents a problem before the party, we will work with you to find another date / time, even if you (or we) cancel on the day of the event. Since Laser Battalion will be relying on the customer to assess field conditions prior to arrival, it is possible that Laser Battalion could decide the field is unusable even though the customer thought the field was fine. In such cases, Laser Battalion will not set up but will offer the customer the option to find another date / time or to cancel with a full refund. See the cancellation policy below.

Lightning Policy

30 Second Guideline: When thunder is heard within 30 seconds of a visible lightning strike or a cloud-to-ground lightning bolt is seen, the thunderstorm is close enough to strike us with lightning.

Response: We will suspend play, take shelter in an enclosed building or in cars, and wait for the lightning to pass. Play can resume 15 minutes after the thunder / lightning combinations are beyond the 30 Second Guideline.

Cold Weather Policy

Temperature or Wind Chill of 45 to 40 degrees

The customer must provide ample amounts of water or other hydrating drinks for the players. Players and staff should have layered clothing.

Temperature or Wind Chill of 39 to 35.

The customer must provide ample amounts of water or other hydrating drinks for the players. Players and staff should have layered clothing. Game play may be interrupted as needed for up to 10 minutes to let players or staff warm-up.

Pre-game setup may take longer than normal and may be limited in scope. Post-game tear down may take longer than normal.

Temperature or Wind Chill of 34 or lower

Stop all outside games. Games must be played in a heated, indoor facility, for example: a gymnasium.

Wind Guideline

Wind is primarily a risk to our equipment and the quality of our game. It is difficult to plan around because ground conditions such as hard vs. sandy soil or dry vs. wet soil also affect the stability of our equipment in the wind. Here are some general guidelines.

Wind or Wind Gusts 12 to 15 mph

High profile bunkers / barriers may be limited in use and may require additional setup time.

Wind or Wind Gusts 16 to 20 mph

High profile bunkers / barriers may be eliminated from use. Additional Setup Time may be required to secure all bunkers / barriers. Some resetting of bunkers or barriers may be required during the event.

Wind or Wind Gusts 21 to 24 mph

High profile bunkers / barriers will be eliminated from use. Low profile bunkers may be limited or eliminated from use and players rely on existing or natural cover only. If bunkers or barriers are used additional Setup Time may be required to secure them and resetting of bunkers / barriers may be required during the games.

Wind or Wind Gusts 25 mph or more

Eliminate all bunkers / barriers and rely on existing or natural cover only.



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Cancellation Policy

If we cancel:

We reserve the right to cancel, even on the day of the event, due to weather (example: excessive heat, rain etc.) or poor site conditions (example: muddy fields).

If the weather or site conditions present a problem **before** the party starts, we will work with you to find another date / time or if you prefer, we will refund in full any money paid and cancel the event.

If inclement weather happens **during** the event, we offer ONE of the following:

1. **Wait for the Weather to Clear.** This is typically used with summertime scattered thundershowers and / or with lightning. We can Postpone / Delay activities for up to two hours until weather conditions improve and then complete the scheduled activities. We will not charge for the time spent waiting. But if the conditions have not cleared after a two-hour delay, we will cancel the remainder of the event without refund or further rescheduling.
2. **Partial Refund** - Cancel the remainder of the event and refund the unused game time at \$22.50 per 15 minutes.
3. **Reschedule** for another date and time for an **Additional Set Up Fee** — We can cancel the remainder of the games and reschedule the unused game time for another date. Since this option requires us to set up and tear down your playing field twice, we charge **\$150.00** for that additional time. If the event is greater than 60 miles travel radius, those mileage / travel charges will also apply a second time.

If we cancel for any reason other than weather or site conditions (for example, illness), we will Refund in Full any prepayments that you have made. And if you still want to book an event with us, we will offer you a \$25.00 discount on your next purchase.

If you cancel or reschedule:

Prior to the event:

You may cancel or reschedule **for any reason** without penalty up until the time we arrive and begin setting up your event. At that time, you will owe the full amount. If you need to cancel or reschedule prior to your event, please notify us as soon as you can.

For those who have made any prepayments and then need to cancel their event, we will refund your money in full up until the time we arrive on site and begin setting up your event. At that time, you will owe any remaining balance.

Once the event starts:

Your event starts when we arrive at the site and begin setting up. Once we begin you will owe the full amount unless inclement weather occurs during the event.



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Code of Conduct

Rule 1: Keep Your Distance

This is a No-Contact Sport / Game. This means **no physical contact** between you and other players – so keep at least **6 feet apart**. Do NOT go inside any of the tents or blinds that we set up.

Rule 2: No Bad Behavior

Bad sportsmanship (disrespect for people or property, bad language, name calling, etc.) will not be tolerated.

Rule 3: No Cheating

Obey the rules of the games. Do not cover up the sensors. Do not turn the power off on the Head Band.

Rule 4: Our Equipment

If you abuse the equipment, you will be warned and / or removed from the game.

If you damage the equipment, you will be charged (up to \$850.00) for its repair or replacement.

We realize that accidents happen, and we also realize there is normal wear expected on our equipment. Therefore, each incident will be handled at the discretion of the owner of Laser Battalion, LLC.

Rule 5: The Laser Battalion Staff is in Charge

Follow the Staff's instructions with No Arguments.

Rule 6: Time OUT or Time OVER

Violations of Laser Battalion's Code of Conduct may result in your non-refundable disqualification for one or more games and / or an immediate, non-refundable ejection from the play area.



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Travel Policy

Travel Outside Our Service Area

Our service area (one-way distance) is 60 miles from our location of 75 Clover Leaf Drive, Arlington, TN 38002. Events held outside that radius require a minimum purchase of 2 hours of game time plus a \$2.00 per mile fee for the miles beyond our radius.

Example:

If your event is 75 miles away, you'll have to purchase at least 2 hours of game time and pay a fee of \$30.00 for that extra 15 miles (75 minus 60 equals 15).

Overnight

If travel requires an overnight stay (i.e., a multi-day event), you may have to reimburse that expense too.

No Surprises

All travel costs will be identified, discussed, planned, and agreed to prior to booking the event.



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Frequent Answers

- We can play indoors or outdoors / day or night.
- We can play up to 24 people at a time. The length of each game varies. But most are 7 to 10 minutes per game.
- We play as many games as we can in the time allotted (amount of game time purchased).
- We've done events with as few as 6 people to as many as 1500 players.
- Because of insurance requirements, players need to be at least 6 yrs. old. If children younger than 6yrs. want to play, we need the parents to go with them and be responsible for them and our taggers, which cost \$850 each.
- We will arrive to set up approximately 2 hours prior to the event's start time.
- We provide everything for the games including taggers, headsets, power-up boxes, team bases, bunkers and barriers for cover, sound system, our Wi-Fi network, computer console, and electrical power. Note: Headsets are only used at private parties.
- We instruct players how to use the equipment and play the games. This may include helping the players put on the headsets and taggers. With younger players this can be time-consuming, and we may ask parents to help.
- Field size requirements depend on the number and age of the players. But we can make just about any size or shape work.

When we play indoors, it is typically on a basketball court. A high school basketball court is 50 ft. x 84 ft., and a junior high court is 42 ft x 74 ft. They both work well.

Even if space is unlimited, we would normally not go much over 75 ft. x 100 ft (indoors or out), because players get too tired from all the running.

- If you are tax exempt – we need a copy of your tax-exempt form.
- Laser Battalion is fully insured. If you need proof of insurance, we can have the insurance company email a certificate directly to you.
- You can pay by check, credit card, or PayPal (which includes Venmo and others). Payment is due the day of the event, and prior to starting the games.

- The play area needs to be clear of trip hazards and clean of animal waste and insects (ants, fleas, ticks)
- We can NOT play on asphalt or concrete. So, outdoors on grass or indoors (i.e. gym floor).