

GAMEBOX MOBILE VIDEO GAMING

GENERAL POLICIES



DEPOSITS

All reservations require a minimum deposit of \$50.00 paid with a valid debit or credit card. Please note that all customers must select the option to store debit or credit card information for future payments. **This information serves as security if damages to the equipment or gaming trailer occur because of willful neglect or misconduct on behalf of yourself or any of your guests. We do not have access to debit or credit card information. All payments are processed through Square (a third-party payment app). We will never initiate additional charges without speaking beforehand about the damages.**

Reservations cannot be held without either a payment or payment arrangement. Deposits must be made by end of business day once an invoice is generated. If the deposit is not received by 11:59pm the invoice and reservation will be cancelled.

Same day reservations require the standard \$50 deposit and an additional \$50 convenience fee.

REFUNDS/CANCELLATIONS

Deposits are non-refundable for cancellations. As an alternative, we will allow one (1) reschedule based on current availability. We will issue a refund of the deposit if we cancel a reservation for any reason.

We DO NOT issue partial refunds if a customer requests for services to end earlier than the agreed upon reservation.

ALL SALES ARE FINAL

TRAVEL SURCHARGES

Travel surcharges will be applied to any location more than 20 miles outside of zip code 90723. We do not generally travel more than 50+ miles outside of our service area. Special accommodations may be made on a case by case basis.

21-29 miles outside of our service area will incur a \$20 travel surcharge
30-39 miles outside of our service area will incur a \$30 travel surcharge
40-50 miles outside of our service area will incur a \$40 travel surcharge

REMITTANCE OF BALANCE

The balance on any reservation is due in full immediately after setup is complete. We will not provide services if the balance is not paid at that time. The balance may be paid with cash, Zelle transfer, or with a school check. We do not accept personal or business checks.

Alternatively, balances may be paid with apps such as CashApp, Venmo, and/or PayPal. **Balances paid through these methods will incur a 3% surcharge.**

INCLEMENT WEATHER

Gamebox Mobile Video Gaming and Entertainment operates rain or shine. We will only cancel a party or event if the weather poses a serious threat or compromises the health and safety of our team, equipment, and/or event attendees.

REFUSAL OF SERVICE

Gamebox Mobile Video Gaming and Entertainment reserves the right to refuse service if we observe behavior which we deem to be a potential threat to our employees, equipment, or attendees of your party or event. Such behavior includes, but is not limited to, obvious intoxication, observed or suspected drug use, aggressive language or behavior, unsafe surroundings, etc. In this case, we may refuse to start a party or event or terminate a party or event already in progress.

FOOD/DRINK

Food or drink of any kind is not allowed in the gaming trailer. This includes candy and gum. Please instruct your party or event guests to consume food and drinks outside of the gaming trailer.

SUPERVISION OF MINORS

Gamebox Mobile Video Gaming and Entertainment always requires that a parent or responsible adult be in proximity to the gaming trailer to supervise children and guests.

TIPS

Game Coaches are on deck to “unbox the fun” at your party or event and ensure the safety and comfort of all. A job well done is expected but you are more than welcome to tip at your own discretion.

PHOTOS/FILMING

Game Coaches or other representatives will occasionally take photos or film during a party or event to be used as content for our website and/or social media outlets. Please inform us if you do not wish to have your party or event filmed and/or photographed.

PRIVACY

Gamebox Mobile Video Gaming and Entertainment is committed to protecting your privacy. We use the information we collect on this site for the sole purpose of booking mobile video gaming services for your party or event. We will never sell, trade, or rent your personal information to third parties.

SPECIAL EVENT INSURANCE

Gamebox Mobile Video Gaming and Entertainment **DOES NOT** carry General Liability insurance for standard private parties and/or events.

General Liability insurance is available for special events such as weddings, festivals, school events, and/or but not limited to public events. Please inform us of any venues, persons, or entities that need to be listed as an “additionally insured” on the General Liability insurance policy for your special event. A service charge of \$50 will be required for certificates of insurance.

DAMAGES/INJURY

Gamebox Mobile Video Gaming and Entertainment and/or any of its representatives will not be responsible for any damage to property resulting from requests to position the trailer in a specific location. This includes both above and below ground damage to property and equipment. Additionally, Gamebox Mobile Video Gaming and Entertainment reserves the right to charge the reservation holder for damages to the trailer or equipment resulting from theft, or careless and willful damage caused by attendees of the party or event. Gamebox Mobile Video Gaming and Entertainment and/or any of their representatives assume no responsibility for any injuries sustained in or around the gaming trailer during the party or event. All liability for injuries or damages is the sole responsibility of the reservation holder.

Booking with Gamebox Mobile Video Gaming and Entertainment implies that you understand and agree to our policies.