



# GAMEBOX MOBILE VIDEO GAMING

## GENERAL POLICIES



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## **DEPOSITS**

All requests to reserve Gamebox Mobile Video Gaming for an event require a deposit paid with a valid debit or credit card. Standard events require a \$50 deposit. Special events and holiday events require a \$100 deposit.

Reservations cannot be held without a deposit. Deposits must be made within one (1) hour once an invoice is generated, or the reservation will be canceled, and the requested time slot will be made available to prospective customers.

**Reservations made 48 hours or less before an event will incur a \$100 convenience fee. Holiday reservations require two-week advanced notice.**

## **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**

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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. If so, a 4-hour minimum reservation is required plus an additional \$50 travel surcharge.

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

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## **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.

Balances may not be paid with third-party payment apps such as CashApp, Venmo, or PayPal.

## **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 guests to consume food and drinks outside of the gaming trailer.

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## **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.

## **GRATUITIES**

Game Coaches are onboard to “unbox the fun” at your party or event and ensure the safety and comfort of all. A job well done is expected as part of our commitment to service excellence. Gratuities are not required but always appreciated.

## **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 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,

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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.**