



Rules and Policies of All Reserved Events

(not including reserved public play)

The Castle encourages FUN and SAFETY in all of its activities. The following rules and reminders are to ensure that all of our party members achieve this goal while they participate in the activities.

1. Please arrive at least 10 minutes before the start of your party.
2. If the group is delayed because of guests' tardiness, or more guests attend than confirmed, Castle Laser Tag cannot guarantee that the players will be able to play in all prearranged laser tag games. **We will not adjust the rates or start times for any missed games due to tardiness.** Please remember that Castle Laser Tag cannot extend the time prearranged for party table use. Any group that uses the private table further than the time prearranged will be charged \$30 for each additional 15 minutes spent at the party table. This assures that the group following yours can start on time.
3. Laser tag players must be at least 7 years of age. Please have guests complete the waiver and bring the waiver to the event. If you have any guests with special needs, please call ahead so that we can be aware of the situation.
4. When the guests arrive, they should locate the appropriate party table and wait for the party leader to give further instruction. With the exception of private events, your event will typically play with other parties and public players.
5. No outside food or drink with the exception of cake and cupcakes. Any cake or cupcakes brought must be purchased from a certified kitchen.
6. Payment of the balance is due in one lump sum at the conclusion of the event and is accepted in the form of cash or credit card (MasterCard, Visa & American Express). Regular event prices are based on the number of guests attending with a minimum of 8 players for Birthday Events or 12 players for Group Events. Private event prices are based the number of hours the facility is being exclusively used. All parties must confirm the amount of guests attending **7 days prior** to the party date. This total includes all players, both children and adults.
7. We prohibit the use of outside entertainment, music devices, silly string, confetti and piñatas.
8. **A non-refundable deposit will be charged at the time you book your party. You will be charged the entire cost of your party if you cancel within 14 days of your party. A \$35 switch fee will apply if you change your party date or party time. There are NO REFUNDS or CREDITS.**
9. For groups consisting of minor-aged children (under 18 years of age), one adult chaperone (25 years of age or older) must be present for every 15 minor-aged children. The designated adult chaperone must assist in maintaining order with his/her guests, making sure that all guests follow the rules of all games and activities; as well as assuring the facility and the property of The Castle is not damaged by negligence or destructive behavior; and that guests treat all property and personnel with respect and regard.
10. Your party leader welcomes tips in cash or credit cards.

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