



Rules and Policies of 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 guests achieve this goal while they participate in the activities.

1. Please arrive at least 10 minutes before the start of your reserved game time.
2. If the group is delayed because of guests' tardiness, or more guests attend than reserved, 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.** This assures that the players in games following yours can start on time.
3. Laser tag players must be at least 7 years of age. To ensure players start on time, please have all players complete the waiver prior to arrival. Waivers can be found at our location or on our website www.castlelaser-tag.com. If you have any players with special needs, please call ahead so that we can be aware of the situation.
4. When your group arrives, the individual who made the reservation should locate the front desk to submit the payment balance and all players' waivers. Payment of the balance is due in one lump sum and accepted in the form of cash or credit card (MasterCard, Visa & American Express). Players will typically play with other parties and public players.
5. No outside food or drink is permitted.
6. We prohibit the use of outside entertainment, music devices, silly string, confetti and piñatas.
7. **A 50% non-refundable deposit will be charged at the time you make your reservation. A \$10 switch fee will apply if you change your reservation date or time. Any change must be made at least 24 hours prior to the reservation. There are NO REFUNDS or CREDITS.**
8. 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.