BOOKING, PAYMENT, CANCELLATION, REBOOKING, GROUP BOOKING AND ENTRY TERMS & CONDITIONS

VERSION 4

Operator	Battle of Britain Dodgems Limited (company number 15702809), trading as Battle of Britain Dodgems
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IMPORTANT SUMMARY

- Dogfight Dodgems and Flight Simulator experiences can be booked online in advance; walk-ins are subject to availability. The Shooting Range is normally purchased on site and may also be included in packages or bundle deals.
- Every Activity Participant must complete the Safety & Participation Waiver for that visit before taking part. Spectators, accompanying visitors and café-only guests do not complete the Waiver, but must follow these Terms, venue rules, signage and staff instructions.
- A Lead Booker must be aged 18 or over.
- Public-session Bookings other than the Cadet Party Package, Squadron Social Package and corporate/private-hire Bookings may be cancelled at least 48 hours before the booked start time for rebooking or refund. Within 48 hours they are normally non-refundable and cannot normally be moved, subject to consumer law.
- Cadet Party Package and Squadron Social Package cancellations/date changes require at least 7 days' notice. The package price does not reduce if fewer guests attend; eligible substitute guests are permitted.
- Dogfight Dodgems: minimum age 8; minimum height 130 cm; 130 cm to under 150 cm must ride with one Responsible Adult aged 18+; 150 cm and above must ride alone; maximum combined vehicle load 120 kg; two adults are not permitted in one vehicle.
- Shooting Range: minimum age 8; minimum height 130 cm; 130 cm to under 150 cm must participate with one Responsible Adult aged 18+; 150 cm and above may participate without an accompanying adult if able to operate safely and independently; maximum four participant positions, including any accompanying Responsible Adult.
- Flight Simulator: minimum age 12.
- Alcohol must not be consumed before taking part in an Activity. Once a person has consumed alcohol during the visit, they must not take part in any further Activity.
- Customers are asked to arrive around 15 minutes early. Late arrival may mean missing some or all of a booked Activity.

These Terms should be made available before payment, with important restrictions and cancellation arrangements brought prominently to the customer's attention. Relevant entry and conduct rules also apply to non-booking Visitors.

1. Definitions

"Activities" means the experiences and gameplay offered at the Premises, including Dogfight Dodgems with integrated infrared targeting/scoring gameplay, the Flight Simulator, the Shooting Range, and any other attraction expressly stated to be governed by these Terms.

"Booking" means a reservation made through our online booking system or otherwise accepted by us for a date and/or time-specific Activity, package or session.

"Company / we / us / our" means Battle of Britain Dodgems Limited (company number 15702809), trading as Battle of Britain Dodgems.

"Customer Portal" means the online customer account area made available through our booking system, including FuseMetrix functionality where applicable.

"Lead Booker" means the person aged 18 or over who places the Booking for themselves and/or for other Participants.

"Participant" means a person who takes part, or seeks to take part, in an Activity.

"Premises" means the whole Battle of Britain Dodgems venue, including entrance, waiting, queuing and spectator areas, café, walkways, toilets, party areas, the Dogfight Dodgems arena, Flight Simulator area, Shooting Range, payment/retail areas and other public or staff-controlled areas.

"Responsible Adult" means an adult aged 18 or over who may supervise an under-18 Visitor, accompany a child in a Dogfight Dodgems vehicle where the height rules require it, or accompany a child on the Shooting Range where the height rules require it. A Responsible Adult does not need parental responsibility solely to supervise or accompany a child; parental responsibility is required to complete the Waiver for a person under 18.

“Safety & Participation Waiver / Waiver” means the participant risk acknowledgement and rules-of-participation declaration required before a Participant takes part in an Activity.

“Terms” means these Booking, Payment, Cancellation, Rebooking, Group Booking and Entry Terms & Conditions.

“Visitor” means any person who enters the Premises, whether as a Participant, spectator, accompanying adult or otherwise.

2. Scope of these Terms

These Terms apply to online Bookings, permitted walk-up purchases, on-site sales, Visitors entering or using the Premises, and Participants in any Activity, whether pre-booked or purchased on site.

These Terms should be read together with the Safety & Participation Waiver, our Privacy Policy, our Cookie Policy, the information and restrictions shown for the relevant Activity or package before purchase, and reasonable safety instructions, briefings and signage at the Premises or made available on our website.

The version of these Terms made available to the Lead Booker during checkout will apply to the relevant Booking. We may update these Terms from time to time. Changes will not apply to an existing Booking except where reasonably necessary for safety, security or legal reasons. If a change materially affects an existing Booking, Section 20 applies.

If there is any inconsistency between these Terms and mandatory consumer law, mandatory consumer law prevails. Information about the service that is legally binding because it was provided before the contract was made remains binding unless a lawful change is expressly agreed. If there is any inconsistency between these Terms and written bespoke terms agreed for a private-hire, corporate or event Booking, the bespoke terms prevail to the extent of that inconsistency.

3. Booking Products and How They Are Sold

Dogfight Dodgems and Flight Simulator experiences can be booked online in advance. Walk-ins may also be accepted subject to availability, but advance booking is recommended to guarantee a place.

The Shooting Range is normally purchased on site and is subject to availability and venue capacity. Eligible Visitors may purchase a Shooting Range game on site whether or not they have booked another Activity. The Shooting Range may also be included within pre-booked packages or bundle deals, including the Cadet Party Package and Squadron Social Package.

We may add, remove, suspend or change Activities, products, session lengths, prices, package inclusions or availability for future Bookings. A confirmed Booking will only be cancelled or materially changed as set out in Section 20 and subject to the customer's legal rights.

4. Online Booking Formation

Only a person aged 18 or over may make a Booking. By making a Booking, the Lead Booker confirms that they are at least 18 years old.

A Booking is confirmed once the Lead Booker completes the online checkout process, full payment is successfully received, and the booking confirmation is issued by FuseMetrix by email. By placing the order, the Lead Booker accepts these Terms for their own Booking, confirms that they have read the age, height and weight restrictions shown for the Activities being booked, and agrees to make relevant booking, participation and Waiver requirements known to their party.

The Lead Booker must check the confirmation details carefully, including date, time, number of Participants, Activity/package selected and contact email address, and tell us promptly if anything appears incorrect.

We are not responsible for losses caused solely by information entered incorrectly by the Lead Booker during checkout. If an error is noticed, the Lead Booker should contact us promptly and we will assist where reasonably possible, subject to availability, these cancellation terms and applicable consumer law.

5. Prices and Payment

All prices are stated in pounds sterling (GBP). The total price presented will include any mandatory charges and applicable taxes that can reasonably be calculated at that stage. Optional extras will be shown separately.

Any unavoidable booking, transaction or administration charge will be included in the total price shown when the price is presented.

Full payment is required at the time of Booking for pre-booked Activities and public-session packages unless we expressly state otherwise.

We are a cashless venue. Walk-up Activities and on-site purchases, including the Shooting Range, food, drink and merchandise, must be paid for by an accepted cashless payment method at the time of purchase. We do not add a separate surcharge for payment by a consumer debit or credit card.

We may correct an obvious pricing or availability error, withdraw a promotion, change prices for future purchases, or refuse or cancel a transaction that we reasonably suspect is fraudulent. If we cancel a confirmed Booking because of an obvious pricing or availability error, we will notify the Lead Booker and refund any amount paid for the affected Booking.

6. Safety & Participation Waiver

Every Participant must complete the Safety & Participation Waiver before participating in any Activity. One Waiver is required for each Participant for each visit and covers that Participant's whole visit, including any Activity they later decide to take part in during the same visit.

Each Participant aged 18 or over completes their own Waiver. For online Bookings, the Waiver is completed separately from payment and must be completed before participation. An adult walk-in Visitor who decides to participate must complete the Waiver before taking part.

For a Participant under 18, the Waiver must be completed online before arrival by a parent or another person with parental responsibility. For school or youth-group visits, an individual Waiver completed by the appropriate parent or person with

parental responsibility must be obtained for each under-18 Participant in advance. A teacher, group leader or supervising adult cannot complete a blanket Waiver for the group.

The Waiver contains health and suitability information that Participants must read and consider before choosing to take part. It does not require every Visitor to disclose a diagnosis or medical history.

Spectators, accompanying Visitors and café-only guests do not complete the Waiver, but all Visitors must comply with these Terms, venue rules, safety requirements, Activity-specific restrictions, signage and reasonable staff instructions.

If a person cannot reasonably access or use the online Waiver process, they should contact us using the details in Section 24. We will provide reasonable assistance and make reasonable adjustments where required by law. The requirement for completion by the appropriate person remains applicable.

We may refuse participation, or require a Visitor to leave the Premises where the required Waiver has not been completed for a Participant, required adult authority has not been obtained, applicable safety/age/height/health/conduct/supervision requirements are not met, materially inaccurate information has been provided, or there is a material failure to comply with these Terms, venue rules or reasonable staff instructions.

Acceptance of these Terms during booking is separate from the Waiver. Completion of checkout does not remove the requirement for every Participant to complete the Waiver before participation.

Completion of a Waiver does not affect or remove rights under applicable law and does not exclude or restrict liability that cannot legally be excluded or restricted.

7. Lead Booker and Party Responsibilities

The Lead Booker is responsible for ensuring that each member of their party knows the correct date, time and venue, is told the relevant participation requirements, completes the required Waiver where applicable, and is encouraged to arrive in good time.

The Lead Booker must make group members aware of relevant booking information, participation restrictions, cancellation terms, Waiver requirements and safety information. Each Visitor remains responsible for their own compliance with venue and Activity rules.

Where a Booking involves under-18s or a person requiring supervision, a Responsible Adult aged 18 or over remains responsible for supervision except to the limited extent that direct supervision is expressly provided by us as part of a staffed Activity. The supervising person does not need parental responsibility solely to supervise or accompany the under-18, but the under-18 Waiver must be completed by a parent or another person with parental responsibility.

8. Customer Cancellations

Bookings for Activities supplied on a specific date or at a specific time are leisure services for which the usual statutory 14-day cooling-off cancellation right does not apply. This does not affect other statutory rights.

For any public-session Booking that is not a Cadet Party Package, Squadron Social Package or corporate/private-hire Booking governed by separate written terms, a customer who cancels at least 48 hours before the booked start time may either:

- rebook the affected Booking, subject to availability; or
- request a full refund of the affected Booking to the original payment method.

If such a public-session Booking is cancelled less than 48 hours before the booked start time, it is normally non-refundable and cannot normally be moved to another date or time. This is subject to statutory rights and to any amount we retain being fair and lawful in the circumstances.

If a customer does not attend, arrives too late to participate, or cannot participate because they or their party have materially failed to comply with clearly stated booking, Waiver, age, height, weight, alcohol or safety requirements, no refund or transfer will normally be due, subject to applicable consumer law.

Cadet Party Package and Squadron Social Package Bookings: cancellations or date changes require at least 7 days' notice. With at least 7 days' notice, the customer may request a rebooking, subject to availability, or a full refund of the affected package.

If a Cadet Party Package or Squadron Social Package is cancelled or moved less than 7 days before the booked start time, it is normally non-refundable and cannot normally be moved to another date. This is subject to statutory rights and to any amount we retain being fair and lawful in the circumstances.

The Cadet Party Package and Squadron Social Package are fixed-price packages. The package price does not reduce if fewer guests attend. One-for-one substitute guests are permitted, including within 7 days, provided each substitute meets the relevant participation requirements and completes the required Waiver before participating.

Corporate hire and private hire are excluded from the standard and party cancellation rules above and are governed by separate written terms.

Cancellation requests may be submitted through the Customer Portal or by emailing info@battleofbritaindodgems.co.uk. The notice period is measured from when the request is submitted through the Portal or received at that email address to the booked start time. The 48-hour and 7-day periods are measured in consecutive hours and days, including weekends and bank holidays.

9. Rebooking and Customer Self-Service Portal

Where rebooking is permitted, the customer should use the Customer Portal / online booking account where that facility is available, subject to availability and any product restrictions.

If the Customer Portal is unavailable, does not provide the necessary option, or a customer reasonably needs assistance as an accessibility adjustment, they should contact us using the details in Section 24. Otherwise, routine changes should be made through the Customer Portal where possible.

Any rebooked session is subject to availability. Before a replacement Booking is confirmed, we will explain any difference in price. If the replacement Booking costs more, the customer must pay the difference. If it costs less, we will refund the difference unless the customer expressly agrees to a clearly explained alternative.

10. No-Show, Late Arrival and Session Management

A customer who does not attend a booked Activity will be treated as a no-show.

No-shows are normally non-refundable and cannot normally be moved to another date or time, subject to applicable consumer law.

If a customer arrives late, we will allow participation where reasonably and operationally possible. The Activity may still finish at its original scheduled time. If lateness means the allocated Activity cannot reasonably be provided, no refund, part-refund, extension or credit will normally be due for the missed time or missed Activity, subject to applicable consumer law.

Customers are asked to arrive around 15 minutes before their booked start time to allow for check-in, Waiver checks and briefing. This is advisory rather than an automatic refusal rule; however, customers who arrive too late may miss all or part of their Activity.

11. Group Bookings

A group Booking means any Booking made for multiple Participants under one reservation, including a social group, school, youth group, workplace, birthday group, family group or other organised party.

Group Bookings remain subject to the Activity-specific age, height, health, accessibility and supervision requirements stated before Booking, in the Waiver, in Activity rules or by staff.

The person making the group Booking acts as the Lead Booker and is responsible for coordinating attendance, communicating Waiver and entry requirements, and ensuring Participants are told the relevant rules and eligibility requirements.

Unless expressly stated otherwise, group Bookings must be paid for in full at the time of Booking.

The Cadet Party Package and Squadron Social Package are fixed-price packages for the number of guests stated in the package description. If fewer guests attend, the package price remains unchanged and no partial refund is due solely for unused places.

One-for-one guest substitutions are permitted for the Cadet Party Package and Squadron Social Package, including within the 7-day cancellation period, provided each substitute meets the relevant participation requirements and completes the required Waiver before participating. Additional guests are subject to availability and any additional charge identified before the additional place is agreed.

We may refuse entry or participation to individual group members where Waiver, age, height, weight, alcohol, conduct, capacity or safety requirements are not met. Refusal of one Participant does not automatically cancel the whole group Booking.

Where a group Booking includes under-18 Participants, the Lead Booker must ensure the required Waivers are completed online before arrival by a parent or other person with parental responsibility.

The applicable supervision requirements, including any minimum adult-to-child ratio, will be stated in the relevant Activity or package information before Booking. At least one Responsible Adult aged 18 or over must remain on site for a group involving under-18s. If a supervising Responsible Adult is participating in an Activity, another Responsible Adult aged 18 or over must remain with any children in their care who are not taking part.

12. Private Hire, Corporate Bookings and Event Bookings

Corporate hire, private hire and other bespoke event Bookings will be subject to separate written booking terms covering matters such as payment, cancellation, catering and alcohol. Those separate terms take priority where they directly conflict with these Terms. The standard 48-hour and 7-day cancellation rules in these Terms do not apply to a corporate/private-hire Booking unless the separate written terms say that they do.

Any additional services, external catering, room use, staffing, timings, technology requirements, food/drink arrangements, alcohol service or minimum-spend requirements for a corporate/private-hire Booking must be agreed in writing in advance. Nothing in separate terms removes statutory rights that cannot lawfully be excluded.

13. Walk-Up Activities and On-Site Sales

Dogfight Dodgems and Flight Simulator walk-ins may be accepted subject to availability. The Shooting Range is normally purchased on site and is subject to availability and venue capacity; eligible Visitors may purchase it without another Activity Booking, and it may also be included within pre-booked packages or bundle deals.

Merchandise is currently sold on site only.

Availability of walk-up Activities is not guaranteed and may be limited by capacity, maintenance, technical issues, staffing or safety considerations.

Purchase of a walk-up Activity does not guarantee immediate play; customers may need to wait for the next available turn or time slot.

A walk-up Visitor who wishes to participate must complete the applicable Waiver before taking part and must meet all relevant age, height, weight, alcohol, safety and conduct requirements.

14. Age, Height, Health, Fitness and Safety Restrictions

Participation is subject to the published age, height, weight, health/suitability, conduct and safety requirements for the relevant Activity, together with reasonable staff instructions.

Children under 8 cannot participate in any Activity and must not enter a controlled Activity area. They may remain in permitted public viewing/café areas with appropriate adult supervision. The Flight Simulator has a higher minimum age of 12.

Alcohol must not be consumed before taking part in any Activity during the visit. A person who has consumed alcohol before an Activity, appears impaired, is aggressive, reckless or abusive, cannot follow essential safety instructions, or otherwise presents an unacceptable safety risk may be refused or stopped from participating.

If a person consumes alcohol during the visit, they must not take part in any further Activity afterwards.

Participation is conditional on compliance with safety briefings, operational instructions, vehicle/range/game rules, signage and staff directions. Failure to follow essential instructions may result in removal from an Activity or the Premises where reasonably necessary for safety, welfare or proper operation.

15. Accessibility

We are committed to making the Premises and Activities as accessible and inclusive as reasonably possible.

Some Activities have essential physical, safety, operational or technical requirements. Customers with accessibility requirements, medical conditions or specific support needs are encouraged to contact us before Booking where reasonably possible so that we can discuss the Activity and any reasonable adjustments that may be available.

Participation decisions will be based on whether a person can safely meet the essential requirements of the relevant Activity, including with any reasonable adjustment that can safely be made. We will not refuse participation simply because of a diagnosis or protected characteristic. Not every Activity will be suitable for every individual, and staff cannot provide medical advice.

16. Activity-Specific Terms

Dogfight Dodgems and Flight Simulator sessions are date-and-time specific experiences. Capacity is limited and spaces may be set aside specifically for the booked customer or group.

Dogfight Dodgems

Dogfight Dodgems involves active vehicle movement and integrated infrared targeting/scoring gameplay. Riders must remain seated correctly, keep seatbelts fastened, keep hands, arms, feet and legs inside the vehicle, and follow staff instructions. Deliberate bumping, ramming or intentionally driving into another vehicle is prohibited. Tactical positioning and blocking are permitted provided they do not involve deliberate impact. Incidental low-speed contact may occur during normal operation.

Requirement	Current rule
Minimum age	8 years
Minimum height	130 cm
130 cm to under 150 cm	Must ride with one Responsible Adult aged 18 or over. The accompanying adult must retain control of the vehicle foot pedals at all times. The child may operate the steering wheel and infrared equipment where appropriate.
150 cm and above	Must ride alone.
Occupancy	Two adults are not permitted in the same vehicle.
Maximum load	120 kg combined for all occupants.

If a Dogfight Dodgems vehicle is temporarily disabled by the game system or stops for any other reason, riders must remain seated and follow staff instructions unless directed otherwise.

Shooting Range

Requirement	Current rule
Minimum age	8 years
Minimum height	130 cm
130 cm to under 150 cm	Must participate with one Responsible Adult aged 18 or over.
150 cm and above	May participate without an accompanying Responsible Adult, provided the Participant can safely and independently operate the equipment and follow staff instructions.
Maximum capacity	4 participant positions in total at one time. A Responsible Adult accompanying a child counts as one of the four positions.
Safety equipment	Safety glasses are mandatory while in the active range.
Safe participation	Participants must remain in the permitted position/area, follow all range rules and staff instructions, and staff may refuse or stop

	participation where a person cannot safely control the equipment or comply with the rules.

Flight Simulator

The Flight Simulator is a seated experience with a minimum age of 12. It uses IL-2 Sturmovik, which is PEGI 12. The experience may cause dizziness, motion sickness, disorientation or sensitivity to flashing or fast-moving imagery. Participants must follow staff instructions and stop immediately if they feel unwell. Any additional operating restriction will be displayed before Booking or participation.

17. Food, Drink and Merchandise

Food, drink and merchandise purchased on site are subject to availability.

Allergen information is available in accordance with applicable law. Customers are advised to notify staff about any allergy, intolerance or dietary concern before purchasing or consuming food or drink and should check the current allergen information. Nothing in this provision limits our food-safety or allergen-information obligations. Food and drink must not be taken into the Dogfight Dodgems arena.

Outside food and drink is not permitted unless required for a medical or dietary reason or agreed with us in advance, for example a birthday cake by prior arrangement. Unless required by law, no refund is due solely because a customer later changes their mind about food or drink already purchased.

Merchandise is currently sold on site only. There is no general statutory right to return an in-person merchandise purchase simply because the customer changes their mind, unless our stated returns policy allows it. This does not affect statutory rights where goods are faulty, not as described or otherwise fail to meet legal requirements.

18. Customer Conduct

All Visitors must behave responsibly and follow these Terms, Activity-specific rules, venue signage and reasonable staff instructions. Participants must also comply with the Safety & Participation Waiver.

We may refuse entry, stop participation, require a person to leave the Premises, or cancel the remainder of a Booking where conduct is unsafe, abusive, threatening, discriminatory, harassing, intoxicated, reckless, disruptive or otherwise unacceptable, or there is a material failure to follow reasonable safety or venue instructions. Action affecting other members of a group will be taken only where reasonably necessary and proportionate.

Where removal or refusal results from the customer's or group's own material breach of these Terms or clearly stated safety rules, no refund, credit or compensation will normally be due, subject to applicable consumer law.

19. Photography, Filming and CCTV

CCTV operates throughout parts of the Premises for safety, security, crime prevention, incident investigation and operational purposes. Further information, including retention and data-protection rights, is set out in our Privacy Policy.

We may occasionally take photographs or video during ordinary opening for promotional purposes. Where an identifiable adult is a main subject, we will ask for permission before using the image. General venue or atmosphere footage may include adults incidentally where appropriate notice is given and there is a reasonable opportunity to avoid inclusion or object. We will not intentionally use an identifiable image of a person under 18 for promotional purposes without permission from a parent or other person with parental responsibility. Further information is in our Privacy Policy.

Customers may take photographs or video in permitted public areas, but must not photograph or film other guests without permission in a way that is intrusive, unlawful or contrary to safeguarding requirements.

20. Technical Faults, Operational Changes and Events Outside Our Control

We may make minor changes to an Activity, timetable or venue operation where reasonably necessary, provided they do not materially affect the booked experience.

We may cancel, postpone, interrupt, shorten, reschedule, substitute or otherwise amend a Booking or Activity where reasonably necessary because of safety issues, technical faults, power failure, internet or payment outages, maintenance, staffing issues, severe weather, supplier failure, government restrictions, building issues or other circumstances beyond our reasonable control.

If we cancel a confirmed Booking before it begins, or make a material change that the customer does not accept, the customer will be entitled to a refund of the affected part of the Booking. We may offer rebooking or venue credit as alternatives, but the customer does not have to accept credit instead of a refund or other remedy to which they are entitled.

If an Activity has begun and must be stopped or materially shortened for a reason for which the customer is not responsible, the customer will have the remedies available under applicable law. Depending on the circumstances, these may include repeat performance, a price reduction or a refund. Where repeat performance is a statutory remedy, it will be provided within a reasonable time, without significant inconvenience and at no additional cost. We may offer rebooking or venue credit, but the customer does not have to accept either instead of a refund or other remedy to which they are entitled.

21. Refund Method

Where a refund is due, it will normally be made to the original payment method used for the purchase, unless this is not reasonably possible, in which case we will agree an appropriate alternative.

We will initiate approved refunds promptly. The time taken for funds to appear may depend on the payment provider or bank. Where the law requires a refund within a particular period, we will comply with that requirement.

22. Chargebacks and Payment Disputes

If a customer believes a payment has been taken incorrectly, they should contact us using the details in Section 24 so that we can investigate the issue.

Nothing in these Terms prevents a customer from exercising lawful rights through their card issuer or payment provider. We may refuse future Bookings where we reasonably believe a chargeback or payment dispute has been made fraudulently or dishonestly.

23. Liability and Legal Rights

Nothing in these Terms excludes or limits liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, breach of statutory consumer rights that cannot be excluded, or any other liability that cannot legally be excluded or limited.

We are responsible for loss or damage suffered by a customer which is a foreseeable result of our breach of contract.

We are not responsible for loss to the extent that it is caused by customer error, failure to follow instructions, late arrival, failure to complete the required Waiver, non-attendance by group members, or circumstances outside our reasonable control, unless the loss was also caused by a breach of duty for which we are legally responsible.

These Terms do not remove or reduce any non-excludable consumer rights. We will provide our services with reasonable care and skill as required by law. Signing the Waiver, acknowledging an inherent risk or seeing a safety notice does not remove our legal duty to take reasonable care or make an otherwise unlawful exclusion enforceable.

24. Data, Communications and Complaints

Customers must provide accurate contact details when making a Booking and should tell us promptly if those details change before the Booking.

We may use booking contact details to send booking confirmations, reminders, operational notices, Waiver links, safety information and notices of changes affecting the Booking. The Waiver is sent/completed separately from the payment process and must be completed before participation; under-18 Waivers must be completed online before arrival by a parent or another person with parental responsibility.

Customers should monitor the email address used when Booking, including spam or junk folders. Personal data is handled in accordance with our Privacy Policy. We do not record telephone calls, although reasonable written notes of enquiries or complaints may be retained where necessary as described in that Policy.

Questions or complaints may be emailed to info@battleofbritaindodgems.co.uk or raised by telephone on 07984 864 967. Please provide the booking reference where applicable and details of the issue.

We aim to acknowledge complaints within five working days and provide a substantive response within 20 working days. If we need longer to investigate, we will explain why and keep the customer informed. If the customer remains dissatisfied, they may request a further review by a manager. Nothing in this complaints procedure limits statutory rights or the right to bring legal proceedings.

25. Entire Agreement, Severability and Governing Law

These Terms, together with the Safety & Participation Waiver, any written special booking agreement and any clearly identified online checkout terms, form the agreement in relation to the Booking and venue use. Activity safety rules and staff instructions also apply during participation. Nothing in this clause excludes information about the service that is legally binding on us under consumer law.

If any part of these Terms is held to be invalid or unenforceable, the remaining provisions will continue in force so far as legally permitted.

No failure or delay by us in enforcing any provision of these Terms will amount to a waiver of that provision or any other provision.

These Terms are governed by the law of England and Wales. If you are a consumer, this does not deprive you of any mandatory protection available under the law applicable to you. Proceedings may be brought in any court that has jurisdiction under applicable law, and nothing in these Terms is intended to deprive a consumer of any mandatory right to bring proceedings in another jurisdiction.