VIRTUAL REALITY XPERIENCE

GROUP BOOKING TERMS

In addition to our regular terms of booking, the following terms also apply:

1. All players must be be aged 8 years or over to use the VR equipment.
2. It may sometimes be possible to allow younger aged children to play on the VR arena equipment whilst attending a group booking providing they are mature enough to follow instructions (such as how to operate the controls within the games). This is at the discretion of venue management and a decision will be made after staff have spoken to the child in question. In our experience, younger/ less-developed children often struggle with the controls of the games and become unhappy or frustrated. This results in venue staff having to spend more time with just one child which can have a detrimental impact on the other children playing, resulting in an unhappy experience for the whole group. Please contact us to discuss.
3. All children under the age of 16 are required to be supervised by a relevant adult aged 18+ at all times.
4. The group booking organiser must remain on site and accessible for the duration of the booking at all times.
5. We operate to a 1 adult (aged 18+ years) per 8 children supervision policy. We recommend additional adults attend to help supervise the children to ensure that everyone has a safe and enjoyable time. For the purposes of supervision, venue staff must not be included in the supervision ratio required.
6. A non-refundable deposit of x8 players is required to secure a group booking. A non- refundable deposit of x8 players + exclusive hire fee is required to secure an exclusive hire booking.
7. For the avoidance of doubt; the group booking includes the use of x5 upstairs VR gaming arenas and our upstairs group booking table area. An exclusive hire group booking includes the full use of the above stated, in addition to x2 downstairs VR gaming arenas, 7D VR FLYING, 7D RACING simulators and x2 VR WALKSTATIONS.
8. If booking an exclusive hire group booking, then users of our VR WALK stations must be between 1.4m - 1.95m in height, not exceeding 130kgs (20 stone) in weight. Players on our XP-Flying and XP-Racing simulators must be a minimum of 1.2m tall and not exceed 100kgs in weight. To prevent damage to our equipment, we may require players to use our height or weight scales provided prior to using the equipment. The above equipment will not be made available to players attending our standard group booking.
9. A minimum of 8 players is required for any group booking. A maximum of 12 players may participate in a group booking and a maximum of 30 players may participate in an exclusive hire group booking.
10. Bookings are not deemed as confirmed until the venue has confirmed that the deposit has been paid and both the group booking booking form and booking terms have been signed and returned. The venue will then confirm the booking in writing with the group booking organiser directly.
11. Final numbers of players attending a group booking, along with any specific dietary requests if applicable must be provided to the venue no later than 7 days prior to the booking date.
12. The outstanding balance for the booking must be paid in full no later than 7 days prior to the booking date. Bookings will be deemed as cancelled with all monies forfeited in the case that any outstanding balance is not paid prior to this date.
13. It may be possible to add on additional players up to the maximum occupancy specified per booking, subject to availability. Any additional players must be paid for in full at the time of notifying the venue.
14. It is not possible to reduce the number of players attending a booking below the minimum of 8 players required for each group booking provided. Monetary refunds and/or credited time will not be given for players that do not attend but have been booked and paid for in advance.
15. With the exception of any pre-booked food options from our approved external local catering businesses, no external food or drink may be consumed on the premises.
16. We are not responsible for the provision and supply of pre-booked food from our approved local catering businesses. Whilst we work closely with local catering businesses, the group booking organiser enters into a separate booking contract with the catering supplier directly. For the convenience of the group booking organiser, XP-VR Ltd acts as an intermediary to facilitate the booking/supply of food with our approved

local catering businesses, but are not liable for the pricing or services provided by them directly.

17. Our main area is located on the first floor of our venue that is accessed via a stairway. The venue does not have a passenger lift. Due to our strict fire safety policies, regrettably we are unable to accommodate any players or spectators that are unable to access the first floor and use the stairway unaided. The group booking organiser is responsible for informing the venue prior to booking about any players or spectators attending that may have individual access requirements. Please contact the venue to discuss prior to booking.
18. All players must complete a staff demonstration on how to use our equipment properly and how to request staff assistance within the games before play commences.
19. As with all technology - the highly advanced nature of virtual reality means that our equipment may sometimes, on occasion, malfunction. Our staff endeavour to rectify these issues as quickly as possible. We ask for player's patience during this process and any session time lost will be compensated back to the player. On occasions where it is not possible to compensate play session time then any time lost will be credited back to the player to use on a future booking.
20. In the case of unforeseen circumstances (i.e. equipment malfunction, electricity failure) when an entire booking cannot be honoured then a full refund will be provided or an alternative time slot can be booked.
21. In the interests of hygiene and the protection of our equipment, players must wear an eye mask at all times when wearing a VR headset. The cost of eye masks are included in our group booking pricing and will be given to each player that has been booked for during the check in process.
22. Users must not fit or remove their own VR headsets unaided except in an emergency. Staff will assist users to fit and remove headsets to avoid causing personal injury or damage to our equipment.
23. For safety, all spectators and non-players must keep clear of the marked play zone areas and not interfere with players using the equipment. Be mindful that users wearing a VR headset whilst playing on our equipment will not be able to physically see other individuals in the real world.
24. We may occasionally photograph or record players using our equipment during their sessions. By making a booking, you give us the right to use these photographs and footage in our marketing material. If you do not wish to be photographed then you must make staff aware before arriving at the venue.
25. It is not possible for all 8 players to play together in the headsets at the same time. Players attending a group booking will be rotated in and out of the headsets equally by venue staff to ensure that all players have an equal amount of play time each. For the benefit of doubt, this roughly equates to approx 55 minutes per player - based on the minimum of 8 players attending. Play time spent in the headsets will be less if more than the minimum number of players attend and additional play time is not purchased when making the group booking.
26. Spectators attending a group booking may attend at no cost. We reserve the right to end play time early or charge for any spectators that are found to be using/playing on our equipment at the equivalent half hourly/hourly published rate.
27. Any group booking decorations used must be in good taste. Confetti, confetti cannons and streamers are not permitted due to the clean-up time involved afterwards. The venue reserves the right to refuse and remove any decorations that we feel are unsuitable or violate our health and safety policy. For the safety of everyone attending, group booking decorations may not be put up or displayed inside the marked out VR arena play zones.
28. Please ask all group booking guests to arrive at the venue 10 minutes prior to the agreed group booking start time. This will ensure that you, as the group booking organiser, has time prior to decorate the group booking area if required and familiarise yourself with the layout of our facilities. The group booking session time starts at the published time agreed with the venue during the booking process. Late arriving players will experience shorter play time in the headsets. A waiver needs to be completed by a supervising adult for players aged 18 or under.
29. It is not possible to pause player session time in the headsets and the group booking will end at the published time agreed with the venue during the booking process. Group bookings cannot overrun their agreed end time due to other bookings arriving afterwards.
30. We take no responsibility for personal possessions brought onto the premises. Storage lockers and USB phone charging points are provided for user convenience only and we will not be liable for any loss, damage or theft of items.
31. Although XPVR sell alcohol, we do not encourage excess drinking and therefore reserve the right to restrict the sale of alcohol only to those we deem fit for consumption.

32. We strive to make your experience as enjoyable as possible. All feedback is welcomed, however in the unlikely event that you are unhappy with your experience then any complaints must be logged and recorded by the duty manager before leaving the venue. Complaints will not be upheld if the venue is first notified of an issue after you have left the venue.

Health advisory information

XP-VR experiences are highly immersive and the very nature of virtual reality is designed to be extremely realistic. This level of immersion may cause you to experience intense emotions and sensations, all of which are perfectly safe but add to the fun and excitement of using our equipment. Please ask an XP-VR team member for detail on:

- Content advisory- giving information about elements of the experience that could be offensive or inappropriate for some guests (e.g. bad language, adult humour, violence, etc).
- VR experience advisory- giving information about elements of the experience that could be stressful or unpleasant for some guests (e.g. extreme heights, sudden scares etc).

Below is a list of potential issues which may arise as a result of participating in an XP-VR experience. Please read the list carefully and think about how these issues could affect you/your guests before deciding to proceed.

- Use of the VR headset may cause eye strain.
- Extensive or excess high noise levels may harm hearing.
- Screens may flicker and / or there may be flashing images which may trigger underlying health conditions.
- Use of the headset may induce feelings of motion sickness.
- Use of the technology may interfere with some medical devices (e.g. cardiac pacemaker). Users of medical devices should consult with their doctor before participation.
- The technology and some content may not be suitable for those with pre-existing medical or mental health conditions.
- Content and physical body activity required to participate fully in some experiences (i.e. jumping, ducking, moving rapidly) may not be suitable for users that are pregnant or in poor physical health.
- Use of the technology and content may induce feelings of claustrophobia, other phobias or panic.
- Objects in the real world may not be visible in the virtual world.
- Objects in the virtual world may not exist in the real world.
- Feelings of disorientation may be felt at the end of the experience.
- Repeated, intensive use may exaggerate the effects above.

You must advise your group booking guests that they may not participate in a XP-VR experience if they are tired, feel unwell, under the influence of alcohol, drugs, are hung-over, in pain, stressed or feel anxious as these factors can increase their risk of potential issues. If they have any health & safety questions or concerns before, during or after your XP- VR experience then please inform a member of venue staff straight away.

By signing below, you explicitly give your consent and agreement to the above group booking booking terms:

Signature: _____ Date: _____

Print name: _____

Please sign and return these booking terms to us electronically via email: bookings@xp-vr.co.uk Alternatively, you may print off and post to: 62-64 Piccadilly, Hanley, Stoke on Trent. Staffordshire. ST1 1HX