



GROUP BOOKING **INFORMATION PACK**

*******Please find below important information regarding your booking*******

Thank you for booking your Group session with us, we are super excited to see you and very much looking forward to meeting you all soon.

To make sure your session runs smoothly please read all of the information below that applies to all bookings in addition to our terms and conditions of booking that can be found here; <http://www.outdoorlaser.com/booking-terms-and-conditions/>.

Changes to 2022 Group sessions

- We can no longer offer any food options with the session, so the sessions are Lasergaming only
- We are unable to offer time or space in our forest shelter for celebrations and gatherings at the end of our sessions
- We allow only 2 non-players per group to stay on-site whilst the session is in progress and they will have to wait in the designated shelter area. They cannot enter the zones.
- Each player will be temperature checked and given hand sanitiser on arrival
- All players over 18 and parents of any players under 18 will require 2 online waiver forms to be signed and completed the day before the session takes place.
- All players MUST be present at the session start time so we can carry out our COVID safe measures. We cannot accommodate late arrivals in any circumstances
- We will not be issuing flaks, vests or any other team ID other than headbands for hygiene reasons

Before the Session



Fill in the online Waivers for any players before the session for any under 18's and over 18's players. You should have been given the link to these forms from the organiser or person who booked. These must be completed 24hrs before the session commences.

Day of the Session



Players must arrive 15 minutes before the session start time to enable us to adhere to our safety measures below, we cannot accommodate late arrivals under any circumstances. On arrival please wait in your vehicle until we sign you in.



If you are dropping off any players, please try and remain in your vehicle when dropping off and picking up, our staff will come over and log you in. Please also ensure you pick up the players after the session promptly.



Each player will be temperature checked and hand gel issued before entering the woodland.



Any gifts/cards must be handed directly to the organiser adhering to social distancing rules if applicable.



Please do not gather or congregate in groups in the car park. Only players can enter our woodland. Once the session has finished we ask you to exit the site as soon as possible so we can allow the next session attendees to arrive.



If any players are Asthmatic, they **MUST** have their inhaler with them to play, even if it is occasional or seasonal. It is an insurance requirement. No inhaler - No play.



All players must wear suitable footwear, trainers or walking boots. No flip flops or open-toed or open-healed shoes.

Booking confirmation

Once you have placed your booking you will receive a booking confirmation via email from our office team. If you haven't received it within 20 minutes of booking, please check your Spam folder or junk folder and then click "not spam" to make sure you receive all the session info before you arrive.

Booking Conditions for groups less than <30 players

- On booking you have paid for the party in full. By securing the booking, those places have been removed from our booking system and reserved for your guests. This will prevent others from booking these places. Full payment at the time of booking is required.
- For bookings up to 30 players, a full refund, to decrease numbers or to transfer the session date, you must notify us by giving us more than 30 days' notice prior to the date of the session.
- We are unable to transfer, refund, or offer any credit notes or alternative sessions for individual places where there has been a decrease in numbers within 30 days of the session date. You are very welcome to find another player to take the place of the non-attendee.
- If you notify us within 30 days of the booking date but giving more than 2 weeks notice we may be able to move the whole booking to an alternative date subject to availability.
- Unfortunately, we can not offer a transfer of date if the session is within 2 weeks of the date of the booking.

Booking Conditions for groups of more than >30 players

- On booking, you have paid for the party in full. By securing the booking, those places have been removed from our booking system and reserved for your guests. This will prevent others from booking these places. Full payment at the time of booking is required.
- For bookings up to 60 players, a full refund, to decrease numbers, or to transfer the session date, you must notify us by giving us more than 60 days' notice prior to the date of the session.

- We are unable to transfer, refund, offer any credit notes or alternative sessions for individual places where there has been a decrease in numbers within 60 days of the session date. You are very welcome to find another player to take the place of the non-attendee.
- If you notify us within 60 days of the booking date but giving more than 2 weeks' notice we may be able to move the whole booking to an alternative date subject to availability.
- Unfortunately, we can not offer a transfer of date if the session is within 2 weeks of the date of the booking.

The V.I.P

Our VIP will get a free place on all of our group sessions in addition to the minimum numbers booked. We love celebrating special occasions so if there is a VIP such as a Hen, Stag, Birthday VIP, leaving do VIP or the organiser of a team event or get together, then please let us know their name if you haven't already! We love making a fuss and we also want to make sure they get their official medal of honour in way of a personalised dog tag.

The free place is added to the booking manually by us, so you don't need to do anything on your end, we will take care of all of that for you.

Adding additional Players

Please let us know ASAP before the session if you would like to add on any additional players so we can check availability. Places are limited and subject to availability. If we have space, we will get that sorted for you and arrange payment to secure the places, no problem at all.

Decrease in numbers before the event.

As above, you can't decrease your number of players within 30/60 days of the event as above. We also can't refund for any broken bones, pregnancies, unforeseen circumstances illnesses, covid related illnesses without the required notice or no shows on the day.

What to wear

The Great British weather can be unpredictable so we always recommend warm clothing. Depending on the time of year you will need to wear appropriate outdoor clothing - there is no such thing as bad weather just bad clothing!

For winter months we recommend warm layered clothing, waterproof coat/Jacket, old clothes you don't mind getting muddy and grubby in the woodland, **trainers or walking boots only** - no open-toed/open heeled shoes. Shoes must have adequate ankle support for outdoor use. Thin gloves are a great idea, and anything else to keep you warm.

In the summer months we recommend long trousers (we are a woodland and insects and bugs live in the woodland, there are also nettles!), long-sleeved t-shirt, **trainers or walking boots only** - no open-toed/open heeled shoes. Shoes must have adequate ankle support for outdoor use. You may wish to bring a thin waterproof coat if raining. We recommend sunscreen and insect repellent. Please leave all valuables at home

What time do we arrive?

We recommend arriving 15 minutes before your session start time. Unfortunately, we cannot accommodate late arrivals so please ask all your guests to arrive on time :-). On arrival, please wait in the car park and one of our awesome team will come and conduct the necessary temperature checks and hand gel issue and check you have submitted your online waiver. We will then gather all the players together and take you up to the gaming areas.

Food options

We do not offer food at the moment. Unfortunately in this re-opening phase we are unable to offer an area to picnic or for you to bring your own food on site.

Spectators/Non-players

For health and safety, all non-players must stay in the shelter area and cannot enter the gaming zones, it's players only in the zones, but we would ask that you do not distract the players whilst games are taking place or cross the fencing area to access the zones. The rule is if you wanna see you'll need to play!

At the moment our non-player limit is 2 people per group on site.

Social distancing measures must be followed if in place.

What is the structure of the session?

You will need to arrive 15 minutes before our session with us for the temperature checks, and hand gel issue.

Once all that is completed, we will gather all groups together and take you up to the woodland to the briefing area.

You will then be briefed on the session ahead and begin kit up and weapon issue. Once you are ready the safety brief will begin and weapons training will commence. We will then form the teams and give you your first mission and send you on your way. This usually takes approximately 30 minutes in total.

The rest of the session is pretty full on! Throughout the rest of the session, other mission objectives will be given to you and you will continue to complete the mission objectives and you will continue gaming until the end of your session. At the end of the session, we will take a group photograph for you all if all players have consented on the waiver and this will be uploaded to our facebook so you can share.

If you are booking for the 2 hour option your game time will be 1.5hrs and if you are booking the 2.5hr option then the gaming time will be 2 hrs. The games are pretty full on and immersive so it will be action-packed.

Once the session is over, we will escort you to the car park for departure. We ask you to leave the site promptly after the session is finished so we have plenty of time before the next group arrives to prepare.

Please also note, we do not have any areas to picnic, eat food, gather together in or around our site and the Culham No1 Site. The nearest park is in Abingdon 2 miles away.

CCTV is also in progress throughout the site.

Weather

Bad weather, Rain, light snow and patchy showers are acceptable conditions that do not require cancellation. We are an all weather, outdoor, wet weather provider, and continue in Rain, sleet and Snow – subject to access to the site.

In the event thunder and lightning occurs during the session, the session will be stopped; all participants will be taken to a safe area until the bad weather disperses. The session will then continue as normal. In the event that weather is so severe that the session has to be cancelled by us, (severe gales, and severe snow storms) we will notify you at our earliest convenience and reschedule your session for another time.

If our venue is operating in adverse weather conditions as normal, and can provide a safe well managed session, in the event you choose to cancel your session, your

session will not be rescheduled, the full balance will still need to be paid and no refunds will be given.

Is this suitable for the ladies?

Absolutely, HELL YEAH! The Ladies LOVE Lasergaming, there is NO paint, NO projectiles, No Pain, NO bruises, NO masks and NO protective clothing needed just to play.

We have 8 different gaming guns to choose from so we have the light weight SMG's that are only 2kg and we also have the big guns that weight 4kg so something for everyone in team. The way our games are structured it isn't all about who is the fastest and strongest, there are many roles within the team and Ladies LOVE Lasergaming because they feel they can join in the fun without being covered in bruises the next day and they usually are the sharpest shooters so GUYS be warned!

Do we play on our own or against another group?

If your group size is less than 25 players then the session will be non-exclusive so there MAY be others playing against your team.

If you are wanting exclusivity then you will need to make the initial booking for 25 or more players.

In the event that it is just your team playing at the time then your whole group will be split into 2 and the 2 teams will battle each other.

If there is another adult group in at the same time then your whole group will stay as one and Battle the other group. Other groups might be corporate events, stag & hen events or social clubs.

We wouldn't ever split up any of the groups and mix with another so if there are 2 different groups in at the same time then you would stick with your own teams, we wouldn't split some of you up and make you play in a team with another group you don't know.

If your original group size on booking is over 25 players or you are paying based on the minimum charge for 25 then your session automatically becomes exclusive to your group only providing there isn't another group already booked.

In the event you book for less than 25 when you first book with us but then add to your numbers between the date of booking and before the session date then there may be a chance that at the time of booking and since the initial booking another group has booked in the meantime. On those occasions, it wouldn't be exclusive but we can look at other times for you and offer you some alternative dates or you can go ahead with a non-exclusive session.

Is there parking?

Yes, we have plenty of FREE parking and also coach and minibus parking. Players and visitors park at their own risk. Please note Lasergaming UK Ltd does not accept liability for any loss or damage to motor vehicles, their accessories or contents whilst parked in our car park. Please leave all valuables at home.

Do I need to sign a Waiver/Disclaimer?

Yes, it is an insurance requirement that all players must have signed online waivers in order to play. **NO FORM – NO PLAY.**

- If you are over 18 then you complete and sign your own.
- If any of the players are under 18 then a parent or a legal guardian is required to fill these in and sign online.
- There are 2 forms required, a covid release waiver and a player liability release waiver.

If a player highlights a medical condition, they must provide details before the day, for example, if they have ticked back injury, they must provide details on the nature of the injury, how long ago etc.

If we feel the injury or medical condition may need further assessment we will recommend you discuss taking part in our activities with your GP as we are not medically qualified to assess your suitability to take part or not.

Our online waiver forms require the player to confirm that they do not know of any medical condition that they suffer from which might have the effect of making it more likely that whilst under our care, the player be involved in an incident, which could result in injury to themselves or others.

This includes epilepsy, seizures, convulsions, Asthma, Back problems, recent injuries and other conditions. In the event a participant discloses a medical

condition, we would recommend they have written consent from their doctor to take part in the activities.

In order to play Lasergaming, all players must be able to safely negotiate their way around our woodland and gaming zones and be able to hold their gaming gun unassisted throughout the duration of the gaming. They must be free from serious injury. We cannot admit players who are in a cast, have a recent fracture or any broken bones. Please call email us at lasergaming@oxfordadventurepark.com if you are unsure about taking part.

With good preparation and management of the session, it is not very often players can not take part, it is better to call us and check beforehand if there is anything you are unsure about so we can make preparations for that particular player, conduct the necessary risk assessments and check suitability in line with our company policies rather than them turn up on the day, and they can not take part due lack of time for preparation for medical conditions and injuries. They will also need time to check with their GP. If we have recommended you check suitability or you disclose a medical condition, injury on the day on your disclaimer which we think increases the risk by you participating in our activities, we will ask you to sign an additional online disclaimer before taking part.

The links to the online waivers can be found in the emails we sent you after booking. These are personal to your group and include a tracking link so you can track who has and who hasn't filled out the online waivers.

We recommend you send the links to the players asap along with the site info and directions on the after you've booked your group session page that can be found here

<https://outdoorlaser.com/corporate-groups/after-you-have-booked-your-session-with-us/>

Please ask them to make sure these are completed by the day before your event.

Asthmatics

In line with health and safety legislation, If a player ticks the Asthma Box, they must have an inhaler with them to take part. We can not allow players to take part without their life saving medication to treat them in the event it is needed regardless of how long ago it was since they last had an attack or how occasional it might be.

Please note we can not allow players with broken bones in casts or fractures to take part for obvious reasons.

If you have any other questions regarding your session with us then please do let us know, we are always happy to run through any of the above or answer any further queries you may have to ensure everything runs smoothly on the day.

See you all soon -

Best Wishes

Lisa & The Lasergaming Team!

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