

## **WATER TAG POLICIES**

### **TRAVEL/SURCHARGE:**

A Travel/Fuel surcharge is applied for locations more than 20 miles from our zip code (85338).

### **DEPOSIT:**

Upon booking your party there will be a non-refundable \$50 deposit required. The deposit must be paid at time of booking. Your party is not booked/reserved until the deposit is paid. The deposit can be paid over the phone at time of booking or through a Square Invoice we can email to you.

### **BAD WEATHER:**

There may be occasions when the weather does not want to cooperate with your scheduled party. In the event of severe weather (lightning, very high winds, flooding and/or extremely heavy rains, snow, or ice) we may (and reserve the right to) reschedule your service to guarantee the safety of you, your guests, and staff and equipment. If the threat of these storms threatens your party and you are aware in advance (pending or anticipated snowstorm, tropical storm, or hurricane) please contact us to begin the rescheduling.

### **SUPERVISED CHILDREN:**

PVRGT does require a parent or responsible adult to be present while children use equipment.

### **WATER:**

A good source of water is required to play water tag. We do not provide the water for your guests to use.

### **ALCOHOL/DRUGS:**

You may serve alcohol at the PVRGT event or party; however, we may require an on-site security surcharge and/or security deposit when alcohol is being served. We may and reserve the right to refuse, cancel or cut short any party or booking when alcohol is being served. Drugs of any sort will not be tolerated in or around the PVRGT equipment. Any observed use of illegal narcotics or legal narcotics used in an illegal manner will result in the termination of the party.

### **DAMAGE/INJURY:**

PVRGT or any of its employees will not be responsible for any damage to property resulting from guests using the equipment. This includes both above ground and below ground property/equipment damage. Additionally, PVRGT reserves the right to charge the client's credit card for damages to equipment resulting from the careless or willful damage of same by client's guests. PVRGT and its employees assume no responsibility for any injuries sustained on the client's property or their designated location. All liability for damages or injuries is the sole responsibility of the client and/or host.

### **REFUND/CANCELLATION POLICY:**

A valid credit card or debit card is required to guarantee and pay for your PVRGT reservation. PVRGT will make every effort to postpone your event, with no penalty, to another date should rescheduling be necessary. If you reschedule your event, the new party date and time will need to be given to PVRGT

within 7 days of your original booked party. Once your event is rescheduled, you are then held to the cancellation policy. If the event is canceled within 7 days before the party, a \$100 cancellation fee will be charged to the credit card. If the event is canceled within 72 hours of the party, the full agreed upon price invoiced will be charged.

### **FOOD/DRINK**

PVRGT does not provide any food or drinks for guests. Please ensure your guests have plenty of water or other drinks to stay hydrated while playing water tag.

### **TIPS:**

Tipping is always appreciated, but not required.

### **WATER TAG SET UP:**

We do not provide water for the buckets, taggers and or balloons. Water tag is not normally staffed, a team member will drop off and explain the equipment then leave and return later to collect the equipment. We must have a safe and approved place for your guests to play. Most people will play in their own backyard however water tag can be played in a variety of settings like grass areas within your neighborhood, your backyard, a cul de sac, parking lots and or nearby parks \*if there is a good water source. If you feel there is not enough room at your house or would like water tag to be set up somewhere else, please give PVRGT a call; we will review the satellite/street view images of your house and determine the best solution.

### **MILITARY OR FIRST RESPONDER DISCOUNT:**

This discount applies to military personnel active or retired, and first responders (police, fire fighters, and paramedics/EMT). Military/First Responder ID must be provided at time of payment. If ID cannot be provided at that time you will be charged full price. We appreciate your service.

**\*If you have any issues during your event please call (602)920-6014 and we will help determine the best solution to ensure you and your guests have a great experience. \***