

## **GAME TRUCK/BUS 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 must be paid through a Square Invoice we 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.

### **INTERNET GAMES (FORTNITE):**

We use a Verizon WIFI service to get internet connection into the game truck/bus. The game coach(es) will check the signal strength while getting set up and determine playability. If there is a weak (or no) signal and or the Fortnite games are taking too long to load your guests will not be able to play Fortnite. If the guests are unable to play Fortnite you will not be charged for Fortnite. We are not able to check signal strength in your area prior to coming to your location.

### **SUPERVISED CHILDREN:**

PVRGT does require a parent or responsible adult to be present inside or just outside of the trailer at all times. Children 6 years old and younger will not be allowed to play inside/outside the game truck. This is to ensure the safety and fun for all guests using the game truck. Smaller children require more help while playing games and that takes away from the game coach assisting other guests.

### **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 a request by the client to position the theater in a specific location. 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 the trailer or 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 allow any food, drinks, or candy into the video game truck/bus. Please have your guests consume them outside of the truck/bus prior to entering.

### **PICTURES:**

While your party is in effect the Game Coach will be taking pictures of the party from the inside of the trailer. You will then be able to view these pictures on PVRGT fan page and then copy them into your files. If you do not want the Game Coach to take pictures of the party, please kindly inform us via email before the party. Thank you.

### **TIPS:**

The Game Coach(es) is/are there to make sure that your group is making the most of the gaming fun. He/she assists guests with loading and setting up games and or gaming questions. Tipping for good service is always appreciated, but not required.

### **TRAILER PARKING AND DRIVEWAY ACCESS:**

We must have a safe and approved place to park. We also need a level area to park our truck and trailer. We require approximately 60 feet of space for setup. In most cases the game truck will park alongside the curb in front of your house. If you feel there is not enough room in front of your house or would like the game truck parked 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 can not 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. \***