

Bowling Terms and Conditions

GENERAL

Bowling is a game where risk of injury exists, in particular when the game is played incorrectly. To reduce the risk of injury you **MUST NOT** cross the **BLACK FOUL** line. You **MUST** wear bowling shoes at **ALL** times whilst bowling. You **MUST NOT** throw more than **ONE** ball down a lane at a time. You **MUST NOT** throw foreign objects down the lanes. Keep your hands, arms and other objects away from the ball returns. Bowling balls are heavy; whilst in use bowling balls must sit on ball return between frames and when not in use house balls (bowling balls belonging to the centre) should be returned to the ball racks. You **MUST NOT** hold on house balls you are not using as there is limited number of each size and weight and these are available for all customers to use. A group does not require a bowling ball for each person if they using the same size and weight. The pinspotter will return the balls after each frame. You **MUST** report any spillages or lane problems immediately to a member of staff.

Any violation of these rules will result in your lane(s) being closed and you and your group forfeiting any remaining games or time left on your lane(s). We will not issue refunds for game or times forfeited.

You may use your own balls and/or shoes whilst bowling. We do not, however, take any responsibility for damage that might arise from the use of your own balls or shoes and any use is wholly at your own risk.

Payments

This centre operates a pre-pay system whereby all payments must be made in full before play can commence. All payments are final and refunds will not be issued for unused games or time.

Refunds

Refunds will only be issued in accordance with the Supply of Goods and Services Act 1982, when we, the centre, are unable to fulfil our side of the contract, e.g. because of equipment breakdown and we are unable to rectify the issue or transfer you to another lane within a reasonable amount of time. We will not issue refunds in the event of a cancellation, for unused games or time or for a drop in the number of players.

Unlimited Bowling

Unlimited bowling is subject to lane availability. A minimum of 2 players is required. During busy periods you may be limited to 3 consecutive games. If you leave your lane unattended for a period of more than 15 minutes, we reserve the right to close your lane. Unlimited bowling cannot be pre-booked. We will not split groups across multiple lanes unless there are more than 6 players. Groups with less than 6 players will be put onto a single lane.

Cinema offer

The cinema offer is available to anyone who has seen a film at Cinebowl, Uttoxeter on the same day. One ticket stub is required per player and the ticket stub must be surrendered at the bowling reception when paying for your games. The cinema offer is subject to lane availability and cannot be pre-booked.

RESERVATIONS

Arrival time

Your arrival time is 15 minutes prior to the time of your bowling reservation. Everyone who is bowling needs to arrive at the centre in order to check-in and change their shoes. Your lane(s) will not be held after the allocated booking time where it would result in delaying another customer's reservation or when a waiting list in operation.

Payments of Reservations

The full payment is required at the time of booking (with the exception of parties). Payment can be made over the phone by credit or debit card (Visa, Visa Debit, Visa Electron, MasterCard, Maestro, Solo and JCB cards accepted).

Payments are non-refundable in the event of a cancellation, reduction in the number players and/or a reduction in the number games or hours paid for.

You can move your reservation without penalty provided at least 7 days notice is given. The transfer must be within one calendar month and only one transfer is permitted.

Parties

A minimum of 6 players is required for the Kids' party and a minimum of 10 players is required for an Adults' party. A deposit equivalent to the cost of 6 players is required when booking. The final number must be confirmed at least 7 days prior to the reservation date and the balance for the confirmed number at which time any outstanding balance must be settled. After confirmation the number of players cannot be reduced and refunds will not be issued. Parties are unsupervised. Therefore we recommend a minimum of one adult for every 12 children. We can cater for a maximum of 24 players for Kids' Parties and a maximum of 48 players for Adults' Parties.