



## **Terms and Conditions.**

### **1. Introduction**

Welcome to Multimaxx Ltd.! These Terms and Conditions ("Terms") govern your use of our services and facilities, including outdoor and indoor laser tag, arcade games using smart cards, and the organization of children's and adult gaming events. By participating in our activities or using our services, you agree to comply with these Terms.

### **2. General Rules**

1. **Eligibility:** Participants must adhere to age and safety requirements specific to each activity. Parental or guardian consent is required for minors.
2. **Conduct:** All participants must follow the rules and guidelines provided by Multimaxx staff. Unruly or disruptive behavior will not be tolerated and may result in removal from the premises without a refund.
3. **Safety:** Safety is our top priority. Participants must use equipment as instructed and follow all safety protocols.

### **3. Laser Tag**

1. **Gameplay:** Laser tag sessions are scheduled and subject to availability. Participants must arrive at least 15 minutes before the scheduled time.
2. **Equipment:** All equipment provided must be returned in the same condition it was received. Damages due to misuse may result in a charge to the participant.
3. **Health Conditions:** Participants should inform staff of any health conditions that may affect their ability to safely participate in laser tag.

### **4. Arcade Games and Smart Cards**

1. **Smart Cards:** Smart cards are used to access arcade games. These cards can be purchased and topped up at our onsite machines.
2. **Non-Refundable:** Smart cards are non-refundable and cannot be exchanged for cash.
3. **Validity:** Smart cards are valid for a specific period as indicated at the time of purchase. Unused credits will expire after this period.
4. **Lost or Stolen Cards:** Multimaxx is not responsible for lost or stolen smart cards. Treat your card like cash.



5. Free Game Vouchers: Free game vouchers must be presented with a receipt attached to be valid. Vouchers without the accompanying receipt will not be accepted. Please ensure that the receipt is securely attached and both the voucher and receipt are presented at the time of redemption. This policy helps us verify the authenticity of the voucher and provide a smooth redemption process.

## **5. Event Organization**

1. Booking: Events must be booked in advance. A deposit may be required to secure the booking.
2. Cancellation: Cancellations made within 48 hours of the scheduled event will result in forfeiture of the deposit.
3. Customization: We offer customized event packages. Specific terms and conditions for events will be provided at the time of booking.

## **6. Liability**

1. Assumption of Risk: By participating in our activities, you acknowledge and accept the inherent risks involved.
2. Limitation of Liability: Multimaxx is not liable for any injuries, losses, or damages resulting from participation in our activities or use of our facilities, except in cases of gross negligence or intentional misconduct.
3. Personal Belongings: Participants are responsible for their personal belongings. Multimaxx is not liable for any lost, stolen, or damaged items.

## **7. Privacy Policy**

1. Data Collection: We collect personal information necessary for booking and service provision. This information is kept confidential and used only for the intended purpose.
2. Consent: By using our services, you consent to the collection and use of your personal information as described in our Privacy Policy.

## **8. Amendments**

Multimaxx reserves the right to amend these Terms at any time. Participants will be notified of significant changes, and continued use of our services constitutes acceptance of the updated Terms.

## **9. Multimaxx Entertainment Booking Cancellation Policy**



At Multimaxx Entertainment, we strive to provide you with an enjoyable experience. We understand that plans can change, and we want to make sure you are informed about our cancellation policy in a friendly manner:

**Non-Refundable Deposit:**

We require a deposit to secure your booking. This deposit is non-refundable, but we want to offer flexibility:

For weekday bookings, if you need to cancel, your deposit may be refunded if the cancellation is made at least 2 weeks prior to your scheduled date.

For weekend and public holiday bookings, we kindly ask for a minimum notice of 5 weeks for a potential refund of your deposit.

**Rescheduling Options:**

If you need to change your plans, we're here to help! With management approval, your deposit can be transferred to a new date that works better for you. Alternatively, you can choose to have it credited to a personal MULTIMAXX play card for future use.

We appreciate your understanding and look forward to welcoming you soon! If you have any questions or need assistance, please feel free to reach out.

**10. Governing Law**

These Terms are governed by and construed in accordance with the laws of Malta. Any disputes arising from these Terms or your use of our services will be subject to the exclusive jurisdiction of the courts of Malta.

For any questions or further information, please contact us via email: [support@starwarsmalta.com](mailto:support@starwarsmalta.com) or phone: +35699177777.

Thank you for choosing Multimaxx! We hope you have an enjoyable and safe experience with us.