



Terms & Conditions

General Bookings

We recommend that bookings are made in advance using our on-line booking system. Staff are able to help with the booking process and answer any questions about bookings over the phone or in person. Full payment is required at the time of booking. You will receive an email to confirm your booking.

General Cancellations

Cancellations will receive credit via a gift card for the full value of the booking if requested at least 24 hours prior to the booking. After this time no refund or credit will be provided. To cancel a booking please email info@virtualrecreation.co.uk. If Virtual Recreation Ltd have to cancel a booking for any reason, a credit for the full amount paid will be provided.

If you arrive late for your session we cannot guarantee that we will be able to amend the start time of your session due to other booked sessions. Please aim to arrive at least fifteen minutes prior to your start time.

Party bookings

To ensure that the venue is available for party groups, we recommend that bookings are made at least four weeks in advance. Full payment is required at the time of booking. Virtual Recreation must be in receipt of full payment prior to the start of any party or event.

Party cancellations

Party cancellations more than seven days prior to the event will receive credit for the amount paid. Cancellations made less than seven days but more than 48 hours prior to the event will receive a credit equal to 50% of the booking value. Cancellations made less than 48 hours before the event will not be eligible for a refund or credit. To cancel a party booking please email info@virtualrecreation.co.uk.





If Virtual Recreation have to cancel a party booking for any reason, a credit for the full amount paid will be provided and the booking will be rescheduled.

Age restrictions

Due to the size and weight of the VR masks, the activities we provide are not generally suitable for children under the age of 7. All children under the age of 12 must be accompanied and supervised by an adult while at Virtual Recreation. Staff are not responsible for anyone under the age of 18.

Some games available at Virtual Recreation are not suitable for younger audiences. The staff will help to identify suitable games for younger players but it is the responsibility of the accompanying adult to ensure that suitable game selections are made.

Loyalty Cards

Loyalty Cards are available to regular visitors. A stamp will be added to the loyalty card after each VR Experience session; after four paid sessions a unique discount code will be provided for a free session. Only 60 minute VR Booth sessions or 45 minute Free Roam Arena sessions will be eligible for this promotion. Guests must be able to produce their loyalty card when checking in to receive a stamp, and cards cannot be shared.

Data Protection

By giving us your name and contact details as part of the booking process you consent to us using these details as necessary to process your booking and to contact you regarding your booking as required. Any personal information that we hold about you will be treated in accordance with GDPR. We may use your details to contact you about special offers or events – should you not wish to receive these communications please tell us.

Health & Safety

You must comply with all instructions given verbally or in writing to ensure that all guests and staff are able to enjoy the activities at Virtual Recreation safely. Please do not leave the play area while wearing a VR headset.





If you do need to leave the venue for any reason, the headset can easily be removed – staff will be available to help as required.

Spectators

Friends and family are very welcome to stay and enjoy a drink or some food in the Rec Room while participants take part in a VR activity. Screens are available outside the arcade booths so that spectators can see real time game play. Please alert a member of staff if a participant needs any help with the VR equipment to avoid any risk of damaging the kit.

