



Reservation and cancellation conditions

Scope of the GTC

- The booking of paintball, gel blaster and laser events with Paintball Arena PBA AG is based on the following terms and conditions.

Conclusion of contract

- By registering to participate in a booking, which can be made in writing, verbally, by telephone or via the Internet, the participant(s) bindingly offer(s) to conclude a contract on the basis of the respective description, these terms and conditions and all supplementary information provided during the purchase or booking process. The contract is concluded upon acceptance of the registration by the Paintball Arena. We will inform you of the acceptance, for which no special form is required, by sending you a confirmation (reservation confirmation).
- The Paintball Arena does not enter into contracts with minors. If the participant is under 18 years of age, they may only make bookings with the involvement of a parent or legal guardian. Parents or legal guardians are liable.
- The participant is obliged to immediately check the confirmation received for conformity with the information provided by him/her during the order. The participant must inform the Paintball Arena immediately of any discrepancies. If the participant has not received a confirmation 7 days after the reservation or 3 days before the date of the booking, he/she is obliged to contact the Paintball Arena immediately.
- Registrations/reservations can only be made in writing via the online reservation tool. These will be confirmed by email.
- The participant is liable for all obligations of co-registered participants arising from the contract and assures that they fulfil the necessary personal requirements for participation in the experience.

Services, changes to services, prices

- Paintball Arena's obligation to perform arises exclusively from the content of the confirmation in conjunction with the description, details and explanations valid at the time of the order.
- Additional agreements that extend the content of the service are only binding if confirmed in writing by the organiser.

- Changes and deviations from the agreed content of the contract that become organisationally necessary after conclusion of the contract are permitted. The Paintball Arena is obliged to inform the participant immediately of any changes and deviations in services and to offer him/her a cancellation free of charge with a notice period of 10 days, provided that the changes are not merely minor. The participant's right of cancellation remains unaffected. The Paintball Arena is entitled to subsequently change the date and time (start and end of the booking) if this is necessary for reasons that arise after the conclusion of the contract and are absolutely relevant to the realisation. The participant will be informed of such changes in good time.

General reservation conditions

- Pre-booking is required.

Paintball private event:

- You can also book our hall for a private party. A private event is possible from 20 people. A private event is considered a private party and is agreed in writing. Our contractual terms and conditions apply. The maximum number of participants is 60.
- Groups of less than 20 people are considered a normal event at Paintball and can be increased with other players.

Gel blaster and laser private event:

- You can book our hall as a private event outside opening hour.
- The instructions of the staff must be followed. In the event of inappropriate and unfair behaviour, a participant may be excluded from playing by the staff without entitlement to a refund of the admission price.
- All groups are always split up and mixed, half of them are assigned to one of the two teams.
- For paintball, all players under the age of 18 must bring written confirmation from an adult! This person assumes full responsibility and is therefore fully liable.
- Players under the age of 18 must hand in the declaration of consent (paintball only) to the Paintball Arena staff before the start of the game without being asked.



- The minimum age for playing paintball is 12 years from Monday to Friday and 14 years from Saturday to Sunday.
- The minimum age for Gel Blaster is 7 years.
- The minimum age for laser tag is 7 years or younger children with a height of 120 cm.

Cancellation conditions Paintball, Laser, Gel Blaster Normal Event

- Changes, adjustments or a cancellation of your booking can only be reported in writing and within the applicable deadlines. These will be confirmed by us in writing. If this is not the case, changes, adjustments or cancellations will not take effect.
- If a reservation was made more than 21 days before the date of your event, the cancellation of individual persons or the cancellation of the date must be reported in writing no later than 14 days before the event.
- If the reservation was made less than 21 days before the date of your event, the cancellation of individual persons or the cancellation of the date must be reported in writing no later than 7 days before the event.
- If the reservation was made less than 7 days before the date of your event, the cancellation of individual persons or the cancellation of the date must be reported in writing no later than 48 hours before the event.
- In the event of cancellation outside these deadlines or in the event of a no-show, the price of one piece of equipment (full price according to the price list) will be charged for each person registered. The amount is to be paid on site.
- In order for a paintball event to be organised, a total of at least 6 participants are required. This minimum number can also be achieved by several small groups. If the paintball event does not take place due to a lack of participants, there are no costs for the customer.

- If only one group is registered, it must consist of at least 6 participants in order for the paintball event to start. If there are fewer than 6 participants, one piece of equipment (full price according to the price list) will be charged for each person who does not turn up. The amount is to be paid on site.
- Anyone who does not appear punctually on the agreed date has no right to make up for the missed playing time. No price reduction will be granted.

Cancellation conditions Paintball Private Event

- Changes, adjustments or a cancellation of your booking can only be reported in writing and within the applicable deadlines. These will be confirmed by us in writing. If this is not the case, changes, adjustments or cancellations will not take effect.
- A paintball private event can be cancelled in full up to 30 days before the agreed date.
- A private paintball event can be rebooked as a normal event up to 14 days before the agreed date. Anyone changing their booking must turn up with at least 15 participants or pay for at least 15 pieces of equipment (full price according to the price list).
- If these deadlines are missed or if there are not at least 20 participants present at the agreed paintball private event, payment must still be made for 20 people (full price according to price list). The amount is to be paid on site.

Cancellation conditions Laser, Gel Blaster Private Event

- Changes, adjustments or a cancellation of your booking can only be reported in writing and within the applicable deadlines. These will be confirmed by us in writing. If this is not the case, changes, adjustments or cancellations will not take effect.
- A laser, gel blaster private event can be cancelled in full up to 30 days before the agreed date.
- If these deadlines are missed, the full price must still be paid. The amount is to be paid on site.

Payment

- We accept card payment incl. Twint
- Payment on account and cash payment on site is only possible by prior arrangement.
- All our prices are in Swiss francs including VAT.