

1. Booking Confirmation

To secure your event date and time, a 50% non-refundable deposit is required no later than ten (10) days prior to the event.

This deposit confirms your booking and guarantees your reservation. Bookings not secured within this timeframe may be released without notice.

A secure payment link will be sent via email for your convenience. Bookings made within seven (7) working days of the event date must be paid in full upon confirmation.

2. Payment Terms

- The remaining balance must be settled on the day of the event, prior to the start of activities.
- Accepted payment methods: cheque, company or personal credit/debit card, or cash.
- Bank transfer payments must be received at least three (3) working days prior to the event.
- Payments after the event will not be accepted.
- Post-event settlements, Net 30/60/90 terms, or deferred invoices are strictly not permitted in accordance with our Finance Department's policy.
- A Fiscal Receipt will be issued on the day of payment, including company details if required.

All payments are non-refundable and non-transferable.

3. Cancellation Policy

- Cancellations must be submitted in writing (email accepted) at least fourteen (14) calendar days prior to the event date to receive a full refund of the deposit.
- Cancellations made less than fourteen (14) days before the event will result in the forfeiture of the full deposit.

4. Changes to Bookings

- Requests for changes of number of participants, date, time, or activity selection must be received no later than seven (7) working days before the event.
- Any modifications are subject to availability and are only valid once confirmed in writing by The Eden Entertainment Centre.
- Requests made within seven (7) working days of the event cannot be guaranteed and may be declined.
- For short-notice bookings (within seven (7) working days), the full payment is required upfront, and all booked activities will be delivered as originally confirmed, subject to availability.

5. Event Duration

Each booked activity includes a designated time slot.

Extensions may be requested in advance but are subject to:

- Operational availability, and
- Additional charges as applicable.

Late arrivals may result in a reduction of playtime, without any refund or compensation.

6. Guest Numbers and Final Details

- The final number of attendees, along with any food choices, dietary requirements, and activity participation lists, must be confirmed in writing at least seven (7) working days before the event date.
- The final invoice will be based on the confirmed number as of that date.
- Any reduction in numbers after the seven (7) working day deadline will not result in a price adjustment.

7. Food and Beverage Policy

- All food and beverage must be purchased through The Eden Entertainment Centre.
- External catering or beverages are not permitted on the premises.
- Food and beverage packages may be customized according to your group's preferences, subject to availability and confirmation.

8. Dietary Requirements

- The Eden will make reasonable efforts to accommodate specific dietary requirements, allergies, or preferences, if communicated at least seven (7) working days prior to the event.
- The Client acknowledges that all food is prepared in environments where allergens such as nuts, gluten, dairy, and other potential allergens may be present.
- The Eden cannot guarantee the complete absence of allergens, and the Client assumes full responsibility for any risk associated with the potential presence of allergens.

9. Conduct and Safety

All guests are expected to behave in a respectful and responsible manner, adhering to venue safety rules and staff instructions at all times.

Any individual causing disruption, damage, or endangering others may be asked to leave immediately, without refund.

The Eden reserves the right to refuse entry or service to guests who appear intoxicated or engage in inappropriate behaviour.

10. Liability

- Guests participate in all activities at their own risk.
- The Eden Entertainment Centre and its staff are not liable for any injuries, damages, losses, or theft incurred during or after the event.
- Clients are responsible for the conduct of their guests and any damages caused to the venue, equipment, or property during the event.

11. Force Majeure

In the event of unforeseen circumstances beyond our control, including but not limited to natural disasters, pandemics, power failures, or governmental restrictions, The Eden reserves the right to:

- Reschedule the event to a mutually agreed date, or
- Cancel the event without penalty or liability.

Deposits may be held as a credit toward a future booking within a reasonable timeframe.

12. Acceptance of Terms

By submitting payment or written confirmation, the Client acknowledges and agrees to abide by The Eden Entertainment Centre's Terms & Conditions as outlined above.