



## **Motion Entertainment General Terms & Conditions**

Thank you for choosing Motion Entertainment for your activities and allowing us to bring to you a fun, safe and enjoyable entertainment experience like no other!

Please understand these rules are in place for the safety of all our customers and team members and failure to comply with these rules will result in the immediate cancellation of any pre-purchased activities with no right of refund.

- By purchasing any Motion Entertainment product, customers agree to adhere to the rules of Motion Entertainment, and to follow all Motion Entertainment team member instructions.
- Motion Entertainment is only responsible for providing activities, food and beverages.
- Customers must arrive at the designated attraction area at least 5 minutes prior to their booking time. Motion Entertainment will not be able to hold your booking past the time of commencement.
- Consumption of alcohol must be confined to the designated licensed areas.
- Customers who are deemed to be intoxicated by the Duty Manager or fail to abide by the confines of the designated area will be refused service and or asked to leave the premises.
- Pricing: Adults for all attractions are 16 years and over. Children are 5 to 15 years. Tiny Tots are 4 years and under.
- Supervision: All children 13 years and younger must be supervised by an Adult who is over 18 years old. Children under the age of 11 must be actively supervised by their Adult in the activity tenancy area. The Customer acknowledges that there will be no direct supervision by a Motion Entertainment team member.
- All Customers must behave responsibly or will be asked to leave the premises.
- All Customers must be appropriately dressed - no gumboots, gang insignia or items of clothing deemed to be offensive to be worn in the premises. Enforcement is at the discretion of Motion Entertainment team members.
- No outside food or beverages are to be brought into Motion Entertainment.
- Any issues or problems should be reported to the designated Motion Entertainment Manager on duty at the time.



- The Health and Safety of Motion Entertainment Customers is number one and any concerns or incidents should be immediately reported to the designated Motion Entertainment Manager on duty at the time the incident occurs.
- Release of Rights to Audio, Video and Photographic Images. The Customer hereby grants Motion Entertainment rights and permission to photograph and/or record the Customer and any member of the Customers group including minors, in connection with the activities and Motion Entertainment. Motion Entertainment may use the resulting photographic images, audio or video for all purposes, including advertising and promotional purposes without any reimbursement of any kind due to the Customer. The Customer acknowledges that they may be contacted by email by Motion Entertainment for marketing purposes.
- Customers will be liable to pay for any costs incurred due to the misuse and damage caused to any equipment within the Motion Entertainment premises, this also includes external fixtures and fittings of the premises.
- Motion Entertainment is not responsible or liable for the loss or damage to any Customers personal property and effects within the Motion Entertainment premises.
- It is the responsibility of the Customer to be at the designated activity at the booked time. Should you fail to report to a Motion Entertainment team member within 15 minutes of the scheduled start time of your booking you will forfeit your booking. Should you forfeit your booking by late arrival, Motion Entertainment will endeavor to provide an alternative booking time; however this can not be guaranteed.
- Bookings forfeited due to late arrival are not refundable.

## GENERAL REFUND AND CANCELLATION POLICY

- Refunds can be issued up to 36 hours before the date of the booking less our set administration fee of 10% of the total booking value.
- No refunds will be issued for cancellations made less than 36 hours before the booked time.
- If a refund is requested within 36 hours it is at the discretion of the Motion Entertainment Manager to reschedule the booking for another suitable time without additional charge.
- Valid refund requests must be made via email to [bookings@motionentertainment.co.nz](mailto:bookings@motionentertainment.co.nz) within the refund eligibility criteria.



- Failure to arrive at your booking without advising Motion Entertainment staff within the refund eligibility time frame will not be eligible for a refund.
- A full refund or credit will be issued in the case of operator cancellation due to Covid-19 restrictions.
- If your booking can not proceed due to technical or equipment failure, Motion Entertainment reserves the right in the first instance to defer your booking to another date agreeable by both parties. If no date can be agreed upon a full refund will be given.

## GROUP BOOKING TERMS & CONDITIONS

- All general booking terms and conditions apply for all group bookings, in addition to the following points;
- A group booking refers to pre-booked attractions of 20+ people and / or includes conference room and catering requests.
- Quotes are valid for 30 days. All Rates are quoted in NZD
- Bookings are not guaranteed until a 50% non-refundable deposit payment is received.
- Finalised Group numbers and all necessary booking requirements including catering, dietary and all function room requirements must be confirmed via email with your Motion Entertainment Group Coordinator, a minimum of 7 days prior to the event at which time the remaining balance is due, referencing your booking name and date of booking in the particulars. If numbers decrease after final payment is received, no refunds will be issued.
- If Customer numbers increase above your confirmed amount, Motion Entertainment will endeavor to meet your requirements but this is subject to availability and not guaranteed. An additional invoice will be created and due immediately for any additional Customers that can be accommodated.
- All Customers must arrive and report to the designated attraction area 15 minutes prior to your group booking start time. This is imperative in order to ensure your booking schedule can be accommodated. If your booking runs over the maximum time scheduled because of late arriving participants, Motion Entertainment reserves the right to shorten your experience without refund.



## GROUP BOOKING REFUND AND CANCELLATION POLICY

- Attraction bookings may be cancelled if the group is more than 15 minutes late to the designated attraction area and no refund is available.
- Cancellation can be made up to 7 days in advance of the group booking time and date, however the deposit is non-refundable.
- Transfer: subject to availability your booking may be able to be transferred to another date within 60 days of the original booking date, if we receive your transfer request before the 7 day notice period.
- A full refund or credit will be issued in the case of operator cancellation due to Covid-19 restrictions.
- Failure to arrive at your booking without advising Motion Entertainment staff within the refund eligibility time frame will not be eligible for a refund.
- If your booking can not proceed due to technical or equipment failure, Motion Entertainment reserves the right in the first instance to defer your booking to another date agreeable by both parties. If no date can be agreed upon a full refund will be given.

Thank you for choosing Motion Entertainment.  
We look forward to hosting you!

