



## **Xcel Bowl Terms and Conditions**

### **General**

Bowling is a game where risk of injury exists, in particular when the game is played incorrectly. To reduce the risk of injury you **MUST NOT** cross the **BLACK FOUL** line. You **MUST** wear bowling shoes at **ALL** times whilst bowling. You **MUST NOT** throw more than **ONE** ball down a lane at a time. You **MUST NOT** throw foreign objects down the lanes. Keep your hands, arms and other objects away from the ball returns. Bowling balls are heavy; whilst in use bowling balls must sit on ball return between frames and when not in use house balls (bowling balls belonging to the centre) should be returned to the ball racks. You **MUST NOT** hold on house balls you are not using as there is a limited number of each size and weight and these are available for all customers to use. A group does not require a bowling ball for each person if they are using the same size and weight. The pinspotter will return the balls after each frame. You **MUST** report any spillages or lane problems immediately to a member of staff.

Any violation of these rules will result in your lane(s) being closed and you and your group forfeiting any remaining games or time left on your lane(s). We will not issue refunds for game or times forfeited.

You may use your own balls and/or shoes whilst bowling. We do not, however, take any responsibility for damage that might arise from the use of your own balls or shoes and any use is wholly at your own risk.

### **Payments**

This centre operates a pre-pay system whereby all payments must be made in full before play can commence. All payments are final and refunds will not be issued for unused games or time.

### **Refunds**

Refunds will only be issued in accordance with the Supply of Goods and Services Act 1982, when we, the centre, are unable to fulfil our side of the contract, e.g. because of equipment breakdown and we are unable to rectify the issue or transfer you to another lane within a reasonable amount of time. We will not issue refunds in the event of a cancellation, for unused games or time or for a drop in the number of players.

## **Reservations**

### **Arrival Times**

Your arrival time is 15 minutes prior to the time of your bowling reservation. Everyone who is bowling needs to arrive at the centre in order to check-in and change their shoes. Your lane(s) will not be held after the allocated booking time where it would result in delaying another customer's reservation or when a waiting list is in operation.

## **Lost and Found Items**

Any personal belongings left behind in the bowling alley will be kept in the lost and found for one month. If an item is not collected after one month the item will be donated to charity. If you think you may have left an item at Xcel Bowl please ring 01267 225990.