

GAMEWAGON

Terms & Conditions

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GAMEWAGON

Gamewagon is the UK's premier provider of video game birthday parties and educational creative coding workshops. We have had rave reviews not just for the event itself but also for our customer service pre and post your child's special day with us.

Our Terms and Conditions are unparalleled in the business and are here to ensure you are looked after from start to finish. We are trusted by parents because of our professionalism and adored by children for an inspiring and memorable day

Satisfaction Guaranteed 100%

In the past 5 years Gamewagon has delivered over 11,000 Video Game Parties and now work with over 50 schools inspiring a future generation of creative coders.

Booking Confirmation

We get very busy and tend to book up 30 days in advance. We have a fleet of 14 Gamewagons and are able to help with last minute bookings on occasions. We also understand that you are busy with many priorities and are here to help answer questions and advise of your party planning.

All we ask is that a booking is confirmed with at least a 50% deposit. As an established business we are required to include VAT and this is already included in all our prices so there are no surprises.

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Cancellations

We know that lives are complicated and things happen when trying to organise such a special day. If you cannot make a date or there are complications then please communicate early and we will do everything we can to accommodate a new date or time.

If rescheduling is simply not possible then we will refund any payments made without question. We are parents ourselves and do everything to make this as stress free as possible.

Refund Policy

Our fleet of Gamewagons are strategically placed close to major road networks across the regions that we operate. Each Gamewagon also operates a defined geographical region to minimise distances travelled and reduce the risk to you of potential traffic issues.

Each Gamewagon is Satellite tracked and in the event of any issues you will be informed promptly. If there is a traffic meltdown or other uncontrollable circumstances preventing us from being able to fulfil our event as planned a full refund will be paid in relation to the event of a delayed start.

We operate a no quibble, 100% Satisfaction guarantee. A stress free event is part of our promise to you. In the unlikely even of an issue any refunds will be actioned in a timely and professional manner.

Feedback

Once the dust has settled! We always ask for feedback. If you have any concern with any part of our delivery then please notify us immediately. Feedback has been critical to our ongoing success and is always taken very seriously. We will then do our utmost to find a speedy and satisfactory solution for you, your family and your guests. It really is that important to us. We love to hear how delighted you are, how much the kids enjoyed it and how cool the kids think you are but improvements make us better and better.

Damages

Gamewagon is a professional company that takes great pride in delivering memorable experiences for our customers. We have invested significantly in all the appropriate Public Liability and Event specific Insurances. Should there be any incident involving our vehicle on your property, surrounding property or your neighbours then we are fully insured and will deal with any issues in a prompt and professional manner .

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Participant Safety

The enjoyment and safety of our guests is paramount. Our Game Experience managers are trained and experienced in dealing with groups of children. They will keep you informed of any person who in their judgement is found to be unmanageable or a danger to the safety or enjoyment of others.

Our GEMs have the final say on if such an individual should be asked to leave the Gamewagon for a cool off period. We would just ask for your support in such a situation. For the comfort, health and safety of all concerned, there will be no smoking during any of the activities.

We cannot accept any liability for problems arising from failure to accept and/or respond to the authority and instructions of the appointed staff.

Age Appropriate Gaming

Gamewagon is a member of the Video Standards Council and also UKie that legislates the age ratings on video games in the UK. We appreciate that every family is different and all we ask is that you support our stance on age appropriate gaming.

Asking other parents permission is a sensitive area and one that we feel puts undue pressure on other parents to allow their child to take part. In our experience it is the facilitation of the group and focus on age appropriate, multiplayer, social games that makes for the best party experience.

Use of Media

Gamewagon and it's directors have worked with groups of children for many, many years and we understand the sensitive nature of photographing children. We have been honoured to have been given permission of many of our customers to use their photos in many of our marketing mediums.

We do not agree with other companies assumptive rights to use such media. We'd love for you to take photos and video to capture the special day.

We'd also love for you to share those with your friends on social media and with ourselves. However, any and all photographs, videos, or other recorded media will only be used by Gamewagon with your express permission.