

Policies

DEPOSIT/REFUND/CANCELLATION POLICY:

A valid credit card or debit card is required to guarantee and pay for your Haul of Gamers reservation. A 50% deposit is due immediately after we confirm your date and time. (For businesses and entities that must pay by Purchase Order please contact us after booking and confirmation.) There will be a \$100 cancellation fee for all parties or events canceled after payment is received. NO REFUND of your deposit if your cancellation occurs within 14 days of your event. Haul of Gamers will make every effort to postpone your event, with no penalty; to another date should cancellation be necessary.

PRIVACY POLICY:

Haul of Gamers is committed to protecting your privacy. We use the information we collect on the site to make bookings as simple as possible and to enhance your overall experience. We do not sell, trade, or rent your personal information to others.

TRAVEL SURCHARGE:

A Travel/Fuel surcharge is applied for locations in excess of 30 miles from our home zip code of 75087.

BAD WEATHER:

The Haul of Gamers theater was designed for all types of weather conditions. The trailer is insulated and climate controlled with heat and air conditioning. There may be occasions when the weather does not want to cooperate with your scheduled party. In the event of severe weather (lightning, very high winds, flooding and/or extremely heavy rains), we may (and reserve the right to) reschedule your service to guarantee the safety of you, your guests, our staff and equipment. If the risk of these incidents threaten your party and you are aware in advance (pending or anticipated severe event) please contact us to begin the rescheduling process.

We are not responsible for the weather; however, the Haul of Gamers Game Coach is responsible for making a weather related play/no-play decision that protects the players and equipment. It's the game coach's call to cancel or continue the party. If weather forces the game coach to cancel a party before the party begins, we will reschedule for no additional charge.

SUPERVISED CHILDREN:

Haul of Gamers requires a parent or responsible adult to be present inside or just outside of the trailer at all times.

ALCOHOL/DRUGS:

You may serve alcohol at a Haul of Gamers event or party; however, we reserve the right to refuse, cancel or cut short any party or booking when alcohol is being served if the situation gets out of control. Drugs of any sort will not be tolerated in or around the Haul of Gamers equipment. Any observed use of illegal narcotics or legal narcotics used in an illegal manner will result in the termination of the party immediately.

DAMAGE/INJURY:

Neither Haul of Gamers nor any of its employees shall be responsible for any damage to property resulting from a request by the client to position the theater in a specific location. This includes both above ground and below ground property/equipment damage. Additionally, Haul of Gamers reserves the right to charge the client's credit card for damages to the trailer or equipment resulting from the careless or willful damage of same by client's guests. Haul of Gamers or their employees assume no responsibility for any injuries sustained on the client's property or their designated location. All liability for damages or injuries is the sole responsibility of the client and/or host.

FOOD/DRINK:

We do not allow any food or drinks into the video game theater. Please have your guests consume them outside of the trailer prior to entering.

PICTURES:

While your party is in effect the Game Coach may be taking pictures of the party from inside and/or outside the trailer. We may use these photos on our Facebook Page (you are free to copy these images if you wish) and/or our web site. We never identify the names of guests or exact location(s). If you do not want our Game Coach taking these pictures or posting them on the Fan Page please notify the Game Coach prior to the start of your event. This is a service we provide to our guests so they can be sure to capture their party as it happens.

TIPS:

Your Haul of Gamers Game Coach is there to make sure that your group is making the most of our high-tech fun. He tutors, inspires and entertains. Tipping for good service is a great idea, but not required.

OUR TRUCK/TRAILER:

When the truck pulls up, we will try to park in the most level & flat area or logical spot to accommodate your party. Most times, we park in your neighborhood street at the end of your driveway, so you might want to let us know if you have a preferred spot for us. We might also have to block your driveway. **Please keep in mind that our Game Coach will not park anywhere that may cause a danger to persons, property or equipment. Our truck and trailer combination is very long and we will need a minimum of 55 feet of space to park. Additionally our Game Coach will never disconnect the truck from the trailer at a party/event without prior approval nor park off of a hardened surface. We will try to accommodate your wishes on where to park, but the game coach has the final decision. If he is not 100% comfortable knowing that the trailer can be maneuvered to the spot you prefer without causing damage or injury, he will not do it.

VIDEO GAME RATINGS:

Haul of Gamers will not play any “M” rated or higher game in the video game theater without a request from the client prior to the party/event or adult approval at the time of the event. If you wish to have an “M” rated game or higher at your party/event please let the Game Coach know as soon as you can after he/she gets there. Haul of Gamers will NOT allow Adult Only Games.

By Submitting Payment you agree to these terms.