

Bookings are subject to availability.

Any players late on arrival may miss the safety brief.

Failure to attend the briefing may result in your booking being cancelled this will forfeit your booking.

Bookings are non-refundable but transferable with 48 hr notice.

Failure to follow game rules of any activity set out by the marshals will result in removal from the activity without refund.

Special Ops HQ reserves the right to refuse entry to anyone without reason.

- No alcohol or prohibited substance are to be used during the games , if players found to be using any substances or drinking alcohol, they will be asked to leave without a refund and will be banned from the site.

At least one parent/guardian is requested to remain on the premises during the game(s) for those 10 to 12 years.

If events are cancelled due to circumstances outsider of our control (e.g., acts of God, natural disasters, Government restrictions, so on), no refund will be issued.

You will be offered a full flexibility on rebooking a new event free of charge which will be valid for 12 months from the original date.

Any equipment/fitting broken or lost onsite must be paid for by the person attending the session or party organiser.

All personal belongings, vehicles etc. are left onsite at owners' risk.

All players must agree to the site Disclaimer before playing, failure to do so will risk of your booking being cancelled.

We are happy to handle cancellations, after all life can often get in the way of our hobbies.

However, for customer-initiated cancellations we ask the following:

- You must contact us at least 48 hours prior to the start of the event.
- You can cancel your attendance to an event for whatever reason, but you must inform us 48 hrs before the event. If you inform us on the game day or do not show no refund will be offered.
- You must contact us by e-mail at info@specialopshq.co.uk.
- You must contact us using the e-mail address used to register your account with us.
- We reserve the right to cancel any event for reasons beyond our reasonable control and that should such a circumstance arise we will offer to carry over the booking to another day.
- If you cancel your attendance to an event for whatever reason and inform us 48 hrs prior to the event date, we can offer a full refund or an alternative booking date.