

# Paintball Arena Terms and Conditions

Information on Paintball Arena's online booking- and payment:

## Sales- and delivery terms:

In this document you will find useful information about the use of Paintball Arena's online booking system. Among these are how we handle stored personal information, how you receive a receipt, general terms for online-purchases, terms of the deposit, cancellation terms etc.

## Payment terms

All prices in our online booking system as well as on our webpage are listed in DKK, VAT included, unless other is explicitly expressed in the text of the individual price listing. Deposit payment is done with any type of credit card or MobilePay through our online payment service, or via bank transfer (note customer no. in the transfer note). You will find a guide on the payment options in the "Deposit Payment" e-mail.

## Information on Internet-purchases

You can safely make purchases through our online booking system. As a consumer you are secured in case of credit card fraud when making purchases online. Therefore, there is no personal risk in case of online credit card fraud.

## Delivery

Shortly after making your online booking you will receive an e-mail confirming that we have received your booking request. We will then, as soon as possible, let you know whether we have capacity for the request and send you a confirmation. In this confirmation you will receive information on how to pay the deposit, which serves as a guarantee for your reservation.

## Deposit

To keep your reservation, you need to pay a deposit within the deposit deadline. The deposit must always be paid 14 days before the event to retain your reservation. If the booking confirmation is received earlier than 28 days before the event date, the deposit must be paid 14 days after you received your booking confirmation. If the booking is confirmed later than 14 days before the event date, the deposit must be paid on the same day as you received the confirmation due to the short notice. You will receive an e-mail when you have received the deposit. It is good practice to bring the confirmation with you on the event date. If you wish to pay by bank transfer, this must be agreed with Paintball Arena first.

## Cancellation conditions

If you wish to cancel your reservation, it must be done within 10 days prior to the actual arrangement of the event to refund the deposit paid. If canceled later than 10 days before the reservation is made, we will withhold the deposit. This deposit can then be used to pay a new event at Paintball Arena at a date no more than 3 months after the original event. For cancellations made less than 48 hours before the event starts, the deposit can neither be refunded nor used for a future event. Cancellation must be made per. mail ([info@paintballarena.dk](mailto:info@paintballarena.dk)) or phone: +45 32 95 35 35. We ask that you have the reservation information when contacting us. If you cancel per email, please attach a copy of the order confirmation.

## Change of order

If you wish to change anything about your booking, please contact the phone at +45 32 95 35 35 or e-mail [info@paintballarena.dk](mailto:info@paintballarena.dk). There will usually not be an additional expense if changes are made, unless the change causes Paintball Arena additional expenses.

## Age limit for Paintball

According to Danish law, you must at least be 16 years old to play paintball. If you are 16 years old but still under 18 and want to play paintball, you must bring a written consent letter from a parent or guardian ([download template](#)).

## Registration of information

Paintball Arena registers name, address, email and other information given when booking. This information is not disclosed, but Paintball Arena retains the information for 5 years in accordance with the Personal Data Act. When paying by credit card, the transfer takes place via a secure server where the information is encrypted before being sent over the web.