



PC ESPORTS TERMS & CONDITIONS

1. Acceptance of Terms

By utilizing our services, you affirm your commitment to abide by and adhere to these Terms and Conditions. If you do not consent to these terms, kindly refrain from using our services.

2. Use of Facilities

2.1 Customers are obliged to follow all posted rules and instructions while utilizing our gaming facilities.

2.2 Respect towards fellow customers is paramount. Appropriate language and behaviour are always expected.

2.3 Engaging in harassment, cheating, or hacking in any form is strictly prohibited.

3. Gaming Equipment

3.1 Customers are permitted to use the gaming equipment provided by GAMEGRID LTD during their visit.

3.2 Any damage caused to the equipment due to misuse or negligence will result in repair or replacement fees.

4. Booking and Cancellations

4.1 Advance bookings are accepted. Please cancel your booking at least 24 hours in advance to avoid cancellation fees.

4.2 GAMEGRID LTD reserves the right to cancel or reschedule bookings due to unforeseen circumstances.

5. Payments and Fees

5.1 Payment is mandatory upon arrival. We accept cash, credit cards, and other specified forms of payment at GAMEGRID LTD.

5.2 All fees are non-refundable, except as expressly stated in these Terms and Conditions.

6. Personal Belongings

6.1 GAMEGRID LTD cannot be held responsible for any lost, stolen, or damaged personal belongings.

6.2 Customers are responsible for keeping their belongings secure at all times.

7. Code of Conduct

7.1 Smoking, vaping, or consumption of personal food or drink is strictly prohibited on the premises. Customers must utilize the provided drink holders to store purchased drinks safely when not being consumed.

7.2 Discrimination, hate speech, or violence of any kind will not be tolerated.

8. Limitation of Liability

8.1 To the extent permitted by law, GAMEGRID LTD disclaims liability for any direct, indirect, incidental, special, or consequential damages arising from the use or inability to use our services.

9. Changes to Terms and Conditions

9.1 GAMEGRID LTD reserves the right to modify or revise these Terms and Conditions at any time without notice.

10. Governing Law

10.1 These Terms and Conditions are governed by and construed in accordance with the laws of the United Kingdom.

11. Game Age Ratings

11.1 Customers are responsible for ensuring that selected games are appropriate for their age group. GAMEGRID LTD displays game age ratings, and adherence to these ratings is the customer's responsibility. GAMEGRID may restrict games to customers based on the age rating recommendations provided by <https://www.commonssensemedia.org/>.

12. Customer Liability for Equipment Damage

12.1 Customers are liable for any damage caused to gaming equipment, whether intentional or accidental, due to misuse, negligence, or violation of posted rules and instructions.

12.2 In the event of equipment damage, customers will be charged repair or replacement fees as determined by GAMEGRID LTD.

13. Logging Out of Personal Game Accounts

13.1 Customers must log out of their personal game accounts before leaving the gaming station. GAMEGRID LTD shall not be held responsible for any unauthorized



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access or actions on customer accounts if proper logout procedures are not followed.

13.2 Customers are responsible for ensuring the security of their personal information and accounts while using our facilities.

14. Loyalty Points and Rewards Program

14.1 GAMEGRID LTD may offer a loyalty points and rewards program, subject to the terms and conditions outlined herein. Participation in this program is voluntary.

14.2 GAMEGRID LTD reserves the right to modify, suspend, or terminate the loyalty points and rewards program at any time without notice. We are not liable for any loss or inconvenience caused by such changes.

14.3 GAMEGRID LTD is not obligated to honour any loyalty points or rewards obtained fraudulently, inaccurately, or in violation of these terms and conditions.

14.4 Customers are responsible for maintaining accurate account information. GAMEGRID LTD will not be liable for any loss of points or rewards due to outdated account information.

14.5 Customers acknowledge that the rules, terms, and conditions of the loyalty points and rewards program may change at our discretion. It is the customer's responsibility to review the terms periodically for updates or changes.

14.6 By participating in the loyalty points and rewards program, customers accept these terms and conditions in their entirety.

15. Access to Behind-the-Scenes Settings

15.1 Customers are strictly prohibited from attempting to access, modify, or tamper with any behind-the-scenes settings, configurations, or equipment within GAMEGRID LTD gaming facilities.

15.2 Unauthorized access to behind-the-scenes settings constitutes a violation of our terms and may result in immediate expulsion from the premises and legal action, if necessary.

15.3 Customers are expected to use the gaming equipment and facilities provided for their intended purposes only. Any attempt to interfere with or

manipulate the technical infrastructure is strictly prohibited.

16. Data Protection and Privacy

16.1 GAMEGRID LTD collects and stores personal data and gaming-related information provided by customers in accordance with the General Data Protection Regulation (GDPR) and applicable data protection laws.

16.2 By using our services, customers consent to the collection, processing, and storage of their personal data and gaming-related information for the purposes outlined in our Privacy Policy.

16.3 GAMEGRID LTD uses customer data to enhance the gaming experience, provide personalized services, and improve our offerings. We may also use the data for communication, marketing, and statistical analysis, always ensuring compliance with relevant data protection laws.

16.4 Customer data is stored securely and is accessible only to authorized personnel for legitimate purposes.

16.5 Customers have the right to access, rectify, or delete their personal data held by GAMEGRID LTD. To exercise these rights or for any data-related inquiries, please contact the store manager.

16.6 By using our services, customers acknowledge your acceptance of these Terms and Conditions. Customers also acknowledge and agree to the processing of their personal data and gaming-related information as described herein and in our Privacy Policy.

If you have any questions or concerns about our terms of use then please contact the store manager.