

POLICIES

Welcome to Vigilante Rolling Video Games!

To ensure a smooth and enjoyable experience, we have outlined important policies covering booking, payment, refunds and cancellations, inclement weather, and safety guidelines. These policies are designed to protect both our guests and our team while delivering an exceptional gaming adventure.

Please review the details below and book with confidence, knowing we're here to provide a safe, fun, and unforgettable event for you and your guests. Get ready for the ultimate luxury gaming experience!

Booking Policy

At Vigilante Rolling Video Games, we want to ensure a smooth and secure booking process for your luxury mobile gaming event. Please review our booking guidelines below:

1. Payment Methods:

- **We accept valid credit cards, debit cards, Zelle, and Venmo for reservations and payments.**

2. Deposit Requirement:

- **A \$100 deposit is required at the time of booking to secure your reservation.**
- **This deposit is non-refundable but will be applied toward the total cost of your event.**

3. Full Payment Deadline:

- **Full payment must be received no later than 14 days prior to your event date.**
- **If full payment is not received by this deadline, your reservation may be canceled, and your deposit forfeited.**

4. Reservation Confirmation:

- **Your event time is not guaranteed until the deposit is received, and the reservation will remain tentative until full payment is made.**

- Once the deposit and full payment are received, you will receive a confirmation email or message with all event details.

5. Changes to Booking:

- Modifications to your booking, such as date, time, or location, must be requested at least 14 days prior to your event and are subject to availability. Additional charges may apply for changes.

6. Cancellations and Refunds:

- Please refer to our Refund/Cancellation Policy for specific details on cancellations, refunds, and rescheduling.

We are dedicated to making your event memorable and stress-free! If you have any questions or need assistance with your booking, please contact us at [Contact Information].

Refund/Cancellation Policy

At Vigilante Rolling Video Games, we understand that plans can change, and we strive to accommodate our customers as best as possible. To ensure fairness and clarity, please review our refund and cancellation policy:

1. Cancellation Within 30 Days of the Event:

- If you cancel your reservation within 30 days of your scheduled event, no refund will be issued.
- However, we will make every effort to work with you to reschedule your event to a later date, subject to availability, at no additional cost.

2. Cancellation Fee:

- A \$25 cancellation fee will apply to all canceled events once payment has been received, regardless of how far in advance the cancellation is made.

3. Rescheduling Policy:

- If cancellation is necessary, we encourage you to reschedule your event.
- Rescheduled events will not incur penalties, and your payment will be applied to the new event date.

- **Rescheduling is subject to availability and must be coordinated with our team.**

4. No-Show Policy:

- **If you fail to notify us of a cancellation and do not show up for your scheduled event, no refund will be provided.**

5. Inclement Weather Exception:

- **If your event is canceled due to severe weather conditions, our Inclement Weather Policy will apply, and we will reschedule your event at no additional charge.**

We are committed to providing the best experience possible and appreciate your understanding of these policies. If you have any questions or need assistance, please contact us at [Contact Information].

Inclement Weather Policy

At [Your Company Name], the safety of our team, guests, and equipment is our top priority. While our luxury mobile gaming theater is fully insulated, climate-controlled, and equipped with air-conditioning and heating to ensure comfort in most weather conditions, certain severe weather scenarios may necessitate rescheduling for everyone's safety.

Policy Details:

1. Severe Weather Conditions:

We reserve the right to reschedule your event if severe weather, such as strong winds, snow, ice, heavy rain, lightning, or other hazardous conditions, poses a danger to:

- Our staff and equipment during travel to your location.
- Guests and participants during the event.

2. Notice of Rescheduling:

In the event of severe weather:

- We will contact you as soon as possible to discuss the situation and explore alternative dates for your event.
- Our goal is to provide at least 24 hours' notice whenever possible; however, sudden weather changes may necessitate last-minute adjustments.

3. **Customer Options:**

If rescheduling is necessary:

- You may choose a new date based on availability at no additional cost.
- If rescheduling is not feasible, we will work with you to find a suitable solution, which may include a partial refund, depending on the circumstances.

4. **Cancellation Policy Exception:**

Events canceled due to inclement weather will not be subject to our standard cancellation fees.

5. **Weather Monitoring:**

We actively monitor weather reports leading up to each event and will communicate any concerns promptly to ensure a smooth planning process.

We appreciate your understanding and cooperation in ensuring a safe and enjoyable gaming experience for everyone. If you have any questions or concerns about this policy, please contact us at [Contact Information].

This policy helps us prioritize safety without compromising the quality of your event.

Refusal of Service Policy

At Vigilante Rolling Video Games, the safety and well-being of our staff, guests, and equipment are our top priorities. We strive to create a fun and enjoyable experience for all attendees; however, we reserve the right to refuse service under the following circumstances:

1. **Threatening Behavior:**

- Any behavior that poses a potential threat to our staff, guests, or the public, including but not limited to:
 - **Obvious intoxication.**
 - **Observed or suspected illegal drug use.**
 - **Aggressive language, harassment, or acts of violence.**

2. **Unsafe Environment:**

- If the event location or surroundings are deemed unsafe for our staff, guests, or equipment, including:

- Hazardous terrain, extreme weather, or unsafe structures.
- Suspicious or harmful activities at or near the event location.

3. Resolution and Event Status:

- If such behavior or unsafe conditions are observed, we will:
 - Notify the client immediately to allow the situation to be corrected.
 - If unresolved, we may delay the event until the issue is addressed.
 - If the issue persists or escalates, we reserve the right to cancel the event without a refund.

By booking with Vigilante Rolling Video Games, clients agree to uphold a safe and respectful environment for all participants. Our team is committed to providing an outstanding experience, and your cooperation ensures the success of your event.

For any questions or concerns, please contact us at [Contact Information].

Damage Policy

At Vigilante Rolling Video Games, we prioritize the safety of our equipment and the satisfaction of our clients. To maintain the quality of our services, we have established the following guidelines regarding property damage and liability:

1. Property Damage During Theater Positioning:

- Vigilante Rolling Video Games, Stephen Bussell, or any Vigilante Rolling Video Games (RVG) employees are not responsible for any damage to property caused by positioning the gaming theater at the client's requested location.
- This includes damage to **above-ground structures** (e.g., driveways, lawns, fences) and **below-ground equipment** (e.g., septic tanks, sprinkler systems, utility lines).

2. Theater and Equipment Damage:

- Clients are responsible for damage or theft of Vigilante Rolling Video Games property caused by **careless or willful actions** of event attendees.
- Damaged or missing items (e.g., televisions, gaming consoles, controllers, game discs) will be replaced at the **current retail price** based on pricing from retailers such as Wal-Mart, Best Buy, or Amazon.

- Charges for replacement will be applied to the client's provided credit or debit card.

3. **Liability for Injuries:**

- Vigilante Rolling Video Games, Stephen Bussell, or any RVG employees are not liable for injuries sustained on the client's property or at their designated event location.
- **All liability for injuries** or accidents remains the sole responsibility of the client and/or event host.

4. **Client Responsibilities:**

- Clients are expected to provide a safe, accessible location for the gaming trailer and ensure appropriate supervision of guests during the event to prevent damage or injuries.

By booking an event with Vigilante Rolling Video Games, you agree to these terms and accept full responsibility for any damages, theft, or injuries that occur during your event. For questions or concerns, please contact us at [Contact Information].

Food and Drink Policy

To maintain the cleanliness and quality of your gaming experience, the following policies apply within the Vigilante Rolling Video Games luxury mobile gaming theater:

1. **Prohibited Items:**

- **Food and drink** of any kind are not permitted inside the gaming trailer.
- This includes but is not limited to:
 - Candy
 - Gum
 - Alcoholic beverages
 - Smoking or vaping products

2. **Outside Consumption:**

- Guests are welcome to enjoy food and beverages outside the gaming trailer in designated areas provided by the client or host.

3. **Enforcement:**

- Guests who bring prohibited items into the gaming trailer will be asked to remove them immediately.
- Repeated violations may result in interruptions to gameplay or the event.

This policy ensures that our trailer remains in pristine condition for all guests and that equipment continues to function optimally. We appreciate your cooperation in creating a clean and enjoyable environment for everyone.

If you have questions or need clarification, please contact us at [Contact Information].

Parking Policy

To ensure a smooth setup and the safety of all event attendees, please review the following parking guidelines for the Vigilante Rolling Video Games luxury mobile gaming theater:

1. Standard Parking Requirements:

- The mobile gaming theater is designed to park on the **street** with safe and accessible sidewalk entry for event guests.
- We require a level, clear space large enough to accommodate the gaming trailer and towing vehicle, typically a standard parking space along a street or driveway.

2. Customer Responsibility:

- It is the customer's responsibility to ensure that the designated parking area complies with local regulations and is free of obstacles upon our arrival.
- Customers should verify in advance that the area allows large vehicles to park safely.

3. Unavailable or Unsafe Parking Conditions:

- If the parking area is deemed unsafe, unsuitable, or inaccessible upon arrival (e.g., steep inclines, blocked streets, or prohibited parking zones), we will notify the customer immediately.
- Customers will have the option to:
 - **Relocate the event** to a nearby location suitable for parking, or
 - Adjust event plans accordingly, subject to available options.

4. Rescheduling or Cancellation Due to Parking Issues:

- If safe parking cannot be secured and no alternative location is available, the event may be rescheduled or canceled at the discretion of Vigilante Rolling Video Games. Cancellation fees may apply as outlined in our **Refund/Cancellation Policy**.

Thank you for helping us provide a safe and seamless gaming experience! For any questions about parking requirements, please contact us at [Contact Information].

Privacy Policy

At Vigilante Rolling Video Games, your privacy is important to us. We are committed to protecting your personal information and ensuring a secure experience when you book with us.

1. Information Collection and Use:

- We collect personal information, such as your name, contact details, and payment information, to facilitate event reservations and enhance your experience.
- This information is used solely for the purposes of:
 - Booking and confirming events.
 - Communicating with you regarding your reservation.
 - Providing updates or support related to your event.

2. No Sharing of Information:

- We do not sell, trade, or rent your personal information to third parties.
- Your data is shared only when required to process your payment or comply with legal obligations.

3. Data Security:

- We implement industry-standard security measures to protect your personal information from unauthorized access, misuse, or disclosure.
- Payment details are processed securely through trusted payment platforms.

4. Cookies and Tracking:

- Our website may use cookies to improve user experience and analyze site traffic. Cookies do not store personal information and can be disabled in your browser settings.

5. Your Consent:

- By booking with Vigilante Rolling Video Games, you consent to the collection and use of your personal information in accordance with this policy.

6. Policy Updates:

- We reserve the right to update this Privacy Policy at any time. Changes will be posted on our website, and your continued use of our services indicates acceptance of the updated terms.

For any questions or concerns regarding your privacy or how your information is handled, please contact us at [Contact Information].