BOOKING AND PAYMENT TERMS

Laser Tag games at Fort Va and hire of the party room and campfire area · Laser Tag Poznań

effective from 23 October 2026

§ 1. Organiser

1. The services are provided by VANGUARD ARSENAL spółka z ograniczoną odpowiedzialnością (a Polish limited liability company) with its registered office in Poznań, ul. Szarych Szeregów 39 lok. 8, 60-462 Poznań, Poland, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court Poznań – Nowe Miasto i Wilda in Poznań, 8th Commercial Division of the National Court Register, under KRS number 0001263783, tax identification number (NIP) 7812116848, statistical number (REGON) 545588770, share capital PLN 5,000.00 (the "Organiser"), operating under the Laser Tag Poznań brand. Company website: www.vanguardarsenal.pl, company e-mail: office@vanguardarsenal.pl. Contact for bookings and games: e-mail gry@va.lasertagpoznan.pl, phone +48 570 931 931, website www.lasertagpoznan.pl.
2. These Terms supplement the Terms and Conditions of Laser Tag Games at Fort Va and the Party Room and Campfire Area Regulations, available at www.lasertagpoznan.pl and at the Venue. Prices are set out in the price list published at www.lasertagpoznan.pl.

§ 2. Booking a date

1. A game must be booked in advance by phone on +48 570 931 931 (Monday to Saturday, 10:00–18:00) or via the contact form at www.lasertagpoznan.pl.
2. Games take place Monday to Thursday from 9:00 to 22:00 and Friday to Sunday from 9:00 to 23:00. The Venue is open only during bookings.
3. Availability can be checked in the calendar at www.lasertagpoznan.pl: provisionally booked dates (awaiting payment) are marked in blue, paid and confirmed dates in navy blue.
4. The minimum number of participants is 4 persons in the indoor arena and 12 persons in the outdoor arena. A maximum of 16 persons play at the same time in the indoor arena; tournament formats are organised for larger groups. The Organiser does not merge different groups into one game.
5. When booking, please state the number of participants, their approximate age (in the case of children) and whether the fireplace room or the campfire area is booked together with the game. The participation of children below the minimum age (7 years in the indoor arena, 8–10 years in the outdoor arena) must be reported at the time of booking.

§ 3. Purchase of tickets and payment

1. Booking a date requires the purchase of at least 4 tickets or a package under the 10+2 promotion (see the Promotion Rules). Payment must be made within 3 days of booking:
   a) by bank transfer to the Organiser's account: payee VANGUARD ARSENAL sp. z o.o., account number 79 1870 1045 2078 1092 3824 0001 (IBAN: PL79187010452078109238240001), transfer title: "Laser Tag tickets / date and start time of the game / Laser Tag Poznań, Lechicka 59"; please send the transfer confirmation to gry@va.lasertagpoznan.pl;
   b) in cash at the arena (Fort Va, ul. Lechicka 59, Poznań) – the receipt is the proof of purchase.
2. The booking is confirmed once the payment is credited or the tickets are bought in cash at the arena. If payment is not made within 3 days, the Organiser may cancel the booking after contacting the person who made it.

3. The remaining tickets (beyond those paid in advance) may be paid for on site in cash, by card or by BLIK before the briefing starts.
4. Customers who wish to receive a VAT invoice instead of a receipt are asked to say so before making the payment and to provide their invoice details. Otherwise the sale is recorded on the cash register and an invoice cannot be issued. For cash payments the fiscal receipt is issued at the arena; for bank transfers the receipt can be collected at the Fort during office hours, Monday to Saturday from 10:00 to 18:00.
5. The prices in the price list are gross prices. The ticket price includes 8% VAT; the hire price of the fireplace room or the campfire area includes 23% VAT.
6. Reduced tickets are intended for children, pupils and students; the staff may ask to see a valid student card.

§ 4. Withdrawal, change of date and cancellation of the game

1. The buyer may withdraw from the ticket purchase agreement (contractual right of withdrawal) no later than 72 hours before the scheduled start of the game, by sending a statement via the contact form or by e-mail. The amount paid is refunded in full within 14 days to the account from which the payment was made.
2. In the event of withdrawal later than 72 hours before the game or failure to show up, the amount paid is not refunded. Subject to availability, the Organiser may offer a change of date.
3. The agreement for participation in a game on a specified date is an agreement for leisure and entertainment services referred to in Article 38(1)(12) of the Polish Consumer Rights Act of 30 May 2014; therefore the consumer has no statutory right to withdraw from a distance contract, without prejudice to the contractual right of withdrawal described in section 1.
4. If the game cannot take place for reasons attributable to the Organiser (e.g. equipment failure, force majeure), the Organiser offers another date or refunds the full amount paid, at the buyer's choice.
5. The amount paid for a package or under a promotion is not refunded if fewer participants than provided for in the package attend the game.

§ 5. Booking time and course of the visit

1. The booking time includes the briefing, the game and the discussion of the results. For example, a 90-minute booking consists of approximately 20 minutes of briefing and preparation, 60 minutes of play and 10 minutes of results.
2. Please arrive on time. Late arrival of participants postpones the start of the game but does not postpone the end of the booking – the playing time is shortened accordingly.
3. The ticket price includes equipment hire, the briefing and the discussion of game statistics. Participants play in their own comfortable sportswear and closed shoes; it is worth bringing drinking water and, in summer, mosquito repellent.

§ 6. Fireplace room and campfire area

1. The fireplace room and the campfire area are made available exclusively as an addition to a game, during the Venue's opening hours; it is not possible to book the room or the campfire area alone. The rules of use are set out in the Party Room and Campfire Area Regulations.
2. The room may be entered about 20 minutes before the end of the game in order to prepare refreshments. Food, drinks and tableware are arranged by the Hirer.
3. The campfire area is available in the season from 1 April to 30 September, weather permitting. If the weather makes it impossible to light the fire, the Organiser provides the room instead, subject to availability, or refunds the fee for the campfire area.

§ 7. Access to the Fort Va grounds

1. Vehicles may not enter the Fort Va grounds, except for one vehicle of the event organiser per group (booking), whose registration number must be given at the time of booking, and the vehicles of the Fort Va staff and suppliers (e.g. catering). Unauthorised vehicles may be reported by the Fort Va administration for towing at the owner's expense.

§ 8. Minor participants

1. The rules of participation of minors, age limits and required consents are set out in the Terms and Conditions of Laser Tag Games at Fort Va. Consent forms (parental consent, group leader declaration, special consent) are available at www.lasertagpoznan.pl and from the staff.

§ 9. Complaints and final provisions

1. Complaints may be submitted by e-mail to office@vanguardarsenal.pl or in writing to the Organiser's registered office; the Organiser replies within 14 days.
2. The Organiser may amend these Terms for important reasons; amendments are published at www.lasertagpoznan.pl. Bookings made before an amendment are governed by the Terms in force on the date of booking, unless the new provisions are more favourable to the buyer.
3. These Terms are effective from 23 October 2026. In the event of discrepancies between the Polish and English versions, the Polish version prevails.

Management Board of VANGUARD ARSENAL sp. z o.o.