

STORE POLICIES

1. All players must register and login to an account in order to participate in the game. It is free to create the account through our website or at our front service counter. The purpose of the account is to sign up for sessions, to be assigned equipment, and to keep track of your ranking for the games.
2. We may collect personal information during signup through the use of the website. We respect your privacy and are committed to protect it under any circumstances.
3. We recommend a minimum age of 16 years old, and MUST be at least 54 inches tall for the safety of the participants and the equipment. Children under 12 must have an adult accompany them on the field at all times.
4. Customers can book/reserve games sessions and make payments through our website or at our front counter. You may also book private game sessions to play with only your own group of people. Reservations for private game sessions can be booked at the front counter.
5. In general, public game sessions are 60 minutes long, of which approximately 30 minutes will be accounted for safety briefing and gear up. We recommend players arrive 15-30 minutes before their session starts. Players for the upcoming session are expected to wait outside the briefing room.
6. All sales and admissions are final. No refunds, transaction cancellations or exchanges will be issued including for late arrival. All prices are listed in Canadian dollars plus applicable tax.
7. Our staff members will provide explanation of safety rules and instruction for equipment. Game modes will be explained on the field.
8. During the game, one staff member will be assigned to each team as a team leader to assist the players with any technical issues or safety concerns.
9. For your own safety, players are not allowed to run, to crawl, or to climb the structures inside the game field.
10. If you are injured while on the premises, please seek immediate assistance from a Nu-Zone staff member.
11. We strive to uphold a safe, fun, family oriented environment. As such, we expect proper respectful conduct on the premises at all times. We will not tolerate disrespectful conduct towards our patrons, employees or property. Failure to adhere to this policy will result in expulsion from the premises.
12. No alcohol or Drug use. Smoking is allowed only at the designated area outside the facility.
13. Weapons or other dangerous objects are strictly forbidden inside our facility and on our property.
14. Nu-Zone is not responsible for personal belongings left unattended on our premises. We are not liable for any lost, stolen, or damaged personal property.