



Reservation and Cancellation Conditions

Scope of the General Terms and Conditions (GTC)

- Bookings of paintball events with Paintball Arena PBA AG are made on the basis of the following terms and conditions.

Conclusion of Contract

- By registering to participate in a booking – which may be made in writing, verbally, by telephone, or via the internet – the participant(s) submit a binding offer to conclude a contract based on the respective description, these terms and conditions, and all supplementary information provided during the purchase or booking process. The contract comes into effect upon acceptance of the registration by the Paintball Arena. We will inform you of the acceptance, for which no specific form is required, by sending a confirmation (reservation confirmation).
- The Paintball Arena does not enter into contracts with minors. If a participant is under 18 years of age, bookings may only be made with the involvement of a parent or legal guardian. Parents or legal guardians assume liability.
- The participant is required to check the confirmation received immediately to ensure it matches the information provided during the booking. Any discrepancies must be reported to the Paintball Arena without delay. If the participant has not received a confirmation within 7 days after making the reservation or 3 days before the scheduled event date, they are obliged to contact the Paintball Arena immediately.
- Registrations/reservations are only accepted in writing via the online reservation tool. These will be confirmed by email.
- The participant is liable for all contractual obligations of the registered participants and confirms that they meet the necessary personal requirements to take part in the experience.

Services, Changes to Services, Prices

- The Paintball Arena's obligation to provide services arises exclusively from the content of the confirmation in conjunction with the description, details, and explanations valid at the time of booking.
- Any additional agreements that extend the scope of services are only binding if confirmed in writing by the organizer.
- Changes and deviations from the agreed content of the contract that become organizationally necessary after the conclusion of the contract are permitted. The Paintball Arena is obliged to inform the participant immediately of any changes or deviations in services and to offer a free cancellation within a 10-day notice period, provided the changes are not merely minor. The participant's right of termination remains unaffected. The Paintball Arena is entitled to change the event date and time (start and end of the booking) retrospectively if this becomes necessary due to reasons arising after the conclusion of the contract and which are essential for the execution of the event. The participant will be informed of such changes in a timely manner.

General Reservation Conditions

- Advance registration is required.
- Paintball Private Event:
You can also reserve our hall for a private group. A private event is possible for a minimum of 10 people. A private event is considered a closed group and must be agreed upon in writing. Our contractual terms and conditions apply. The maximum number of participants is 60.
Groups of fewer than 10 people are considered a regular paintball event and may be combined with other players.



- Participants must follow the instructions of the staff.
In the case of inappropriate or unfair behavior, a participant may be excluded from the game by the staff without any entitlement to a refund of the admission fee.
- All groups are always divided and mixed, with half of the participants assigned to each of the two teams.
- For paintball, all players under 18 years of age must bring a written consent from an adult. This person assumes full responsibility and is therefore fully liable.
- Players under 18 years of age must submit the consent form to the Paintball Arena staff before the game begins without being asked. The minimum age for playing paintball is 12 years from Monday to Friday and 14 years on Saturday and Sunday.

Cancellation Conditions – Paintball Regular Event

- Changes, adjustments, or cancellations of your booking can only be submitted in writing and within the applicable deadlines. These will be confirmed by us in writing. If this confirmation does not occur, the changes, adjustments, or cancellations are not valid.
- If the reservation was made more than 21 days before the date of your event, the cancellation of individual participants or the entire booking must be submitted in writing no later than 14 days before the event.
- If the reservation was made less than 21 days before the date of your event, the cancellation of individual participants or the entire booking must be submitted in writing no later than 7 days before the event.
- If the reservation was made less than 7 days before the date of your event, the cancellation of individual participants or the entire booking must be submitted in writing no later than 48 hours before the event.
- In the event of a cancellation outside these deadlines or in case of a no-show, the price of one equipment set (full price according to the price list) will be charged for each registered participant. The amount must be paid by invoice.

- Anyone who does not arrive on time for the scheduled event has no right to make up the missed playing time. No price reduction will be granted.

Cancellation Conditions – Paintball Private Event

- Changes, adjustments, or cancellations of your booking can only be submitted in writing and within the applicable deadlines. These will be confirmed by us in writing. If such confirmation does not occur, the changes, adjustments, or cancellations are not valid.
- A paintball private event can be fully cancelled up to 30 days before the scheduled date.
- A paintball private event can be converted into a regular event no later than 14 days before the scheduled date. Anyone making this change must have at least 9 participants or pay for a minimum of 9 equipment sets (full price according to the price list).
- If these deadlines are missed or fewer than 10 participants are present at the scheduled paintball private event, payment must still be made for 10 people (full price according to the price list). The amount must be paid on-site.

Payment

- We accept card payments, including Twint.
- Payment by invoice or in cash on-site is only possible by prior arrangement.
- All our prices are quoted in Swiss Francs (CHF) and include VAT.