

Wisp Arcade Terms and Conditions

1. Introduction

Welcome to Wisp Arcade! Our modern gaming center offers a variety of entertainment options for all ages, including active games on interactive LED panels, board games, and the opportunity to host events and birthdays. By making reservations and visiting our center, you agree to the terms and conditions set forth in this document.

2. Provided Services

2.1. Active Games on Interactive LED Panels

Our center features modern interactive LED panels that allow you to play in 20 different game modes. The games include over 100 levels of varying difficulty, ensuring that everyone can find a suitable option.

2.2. Board Games

We offer a wide range of board games suitable for all ages and interests. The games are available for free use in a specially equipped area within the gaming center. Board games are intended to entertain visitors while they wait for their reserved time slot for the interactive LED panels.

2.3. Event and Birthday Organization

We offer the opportunity to rent space for private events such as birthdays, corporate parties, and other celebrations.

3. Reservations

3.1. Reservation Process

To visit the gaming center and receive one of the services listed in sections 2.1 - 2.2, you need to make a reservation through our official website "wisp.ge" or visit the gaming center in person, where our administrator will assist you. Currently, reservations cannot be made by phone or through social media.

The reservation process for active games on interactive LED panels is as follows:

- Reservations are made through the "Book Now" tab.
- To make a reservation, you need to select the duration of the service and the day, after which the system will present all available time slots for booking.
- After selecting a time slot, the system will ask you to provide your contact details: name, email address, and phone number.
- After confirming the entered data, the system will display detailed booking information for your review, along with the refund policy.

- To confirm the reservation, you must make a prepayment of 50% of the total service cost.
- Upon successful receipt of the prepayment, the system will display a message confirming the successful booking and will send a confirmation to the specified email address.
- To organize an event or birthday, you need to contact us by phone or through social media.

3.2. Changing and Cancelling Reservations

To cancel or change the date and time of your reservation, you need to contact us by phone or through social media.

The following rules apply to changing a reservation:

- The reservation time can be changed if:
 - The user informs us at least 4 hours before the reserved time.
 - There is at least one available time slot in the system that the user agrees to.
- The reservation date can be changed if:
 - The user informs us at least 8 hours before the reserved time.
 - There is at least one available time slot on the desired day that the user agrees to.
- The same reservation cannot be changed more than once.
- If the above rules are not followed, the reservation will not be changed, and the prepayment will not be refunded.

The following rules apply to cancelling a reservation:

- The user informs us at least 8 hours before the reserved time.
- We reserve the right to relax the above rules for our regular customers.

4. Payment and Refunds

4.1. Prepayment and On-Site Payment

A prepayment of 50% of the total service cost is required when making a reservation. Before receiving the service at the gaming center, the remaining 50% of the total service cost must be paid by any available method.

4.2. Refund Policy

- If the reservation is cancelled less than 8 hours before the scheduled visit time, the prepayment is non-refundable.
- If a reservation is canceled more than 8 hours prior to the visit, the prepayment will be refunded less a transaction processing fee (2.5%).
- Refunds are processed within 5 business days from the confirmation of the cancellation.
- Refunds are made to the account from which the prepayment was received.

5. Code of Conduct

5.1. Visitor Responsibilities

Visitors must adhere to the center's code of conduct, maintain order, and treat equipment and property with care. It is prohibited to bring alcoholic beverages, narcotics, and other prohibited items.

Visitors are not allowed to use the active games on the interactive LED floor if:

- They are under the influence of alcohol or drugs.
- They are wearing inappropriate footwear:
 - High heels
 - Shoes with spikes or cleats
 - Dirty shoes or shoes with stones stuck in the soles
- They have injuries or cuts that are incompatible with active entertainment and could worsen their health condition.
- Food and drinks are not allowed on the interactive LED floor.

For violating the above rules, the Company has the right to refuse service to the visitor and, in case of property damage, to seek compensation.

5.2. Safety

We ensure the safety of all visitors, but the center is not responsible for injuries or damage caused by the visitor's actions. Visitors must follow staff instructions and take precautions when using the equipment.

6. Final Provisions

6.1. Changes to the Terms

Wisp Arcade reserves the right to make changes to these terms and conditions. Changes take effect upon publication on the website.

6.2. Contact Information

For any questions related to our gaming center, you can contact us by phone or through social media:

- Phone: +995 591045156
- Email: wisp.arcade@gmail.com
- Gaming center address in Batumi: 12b Sheriff Khimshiashvili Street, Batumi 6010

Thank you for choosing Wisp Arcade! We wish you an unforgettable time at our gaming center.