

## FREQUENTLY ASKED QUESTIONS

- [How many paintballs do we need?](#)
- As a guideline, average usage is approximately 300-400 paintballs per player. This is very individual, as one player can shoot a lot more paint than another.
- [Can we take our own paintballs?](#)
- Unfortunately, no. You can only use paintballs provided by the venue on the day of your event. This is to ensure that you are using the correct paintballs for the equipment provided
- [Are you open 7 days a week?](#)
- Our main days are Wednesday through to Sunday, although you can book a private session or party between our open times and booking slots. , Terms apply.
- [Is there a minimum / maximum age limit?](#)
- Technically there is no maximum age limit, as long as you are in good health, of course. Our minimum age requirement is 9 years old.
- [Should parents stay with their children?](#)
- Yes, we have 4 children to 1 adult rule.
- [Can I arrive later than the given time?](#)
- NO. You must arrive promptly for your start time given to you on your confirmation. A safety briefing will take place which you must attend. Failure to participate in the safety briefing can result in you being turned away.
- [When should we make our paintball booking?](#)
- You can book when you like, but booking in advance is recommended to ensure you get the date and time you want.
- [How long does a paintball game last?](#)
- The games last approximately 2 hours.
- [What happens if we are late?](#)
- You need to arrive for your given start time promptly. All your equipment will be handed to you on arrival. A safety briefing will also take place soon after your start time, miss the briefing, and you may be asked to leave.
- [Is there an area at the site for spectators?](#)
- We have a safety area. However, you cannot see from here as the game zone is in another part of the building. You can go along as a spectator, but we try to discourage it as space is reserved for players and not spectators.
- [What happens if a player does not turn up?](#)
- If players do not turn up on the day, the payment will be lost, and the venue will retain the 100 paintballs. Paintballs are non-transferable. If we receive notification within our cancellation and amendment policy, then we can update the booking.
- [If players don't attend, can I have their 100 paintballs?](#)

- No, players who fail to attend on the day will lose their 1st 100 paintballs, and these paintballs are non-transferable. Players that fail to attend on the day will also lose their pre-payment and are no longer entitled to their 1st 100 paintballs.
- [Can I use my own paintball equipment?](#)
- No. Due to the size and gameplay of our venue.
- [Do children need adults to sign disclaimers for them?](#)
- It is advised that groups with under 18's have a parent/guardian present to sign disclaimers on their behalf.
- [Is proof of age required for children?](#)
- It is the responsibility of the parent/guardian for that individual, to be honest about the age of the person concerned. If the player is underage, then the insurance will become void.
- [Do you offer a bulk buy on paintballs?](#)
- We offer a discount if paintballs are bought on arrival, per 100.
- [What clothing should I wear?](#)
- You have a camo-outfit given to you to wear for the day. Jeans or tracksuit bottoms are the best thing to wear on your bottom-half, maybe a jumper or hoodie on your top half, your camo-outfit will be quite a loose-fitting and will slip over the top of pretty much anything.
- [What do we need to bring with us?](#)
- Most importantly – yourselves, As well as your confirmation. If we have emailed you your confirmation, please print this off and take with you on the day. Also, bring a method of payment for any additional paintballs you use.
- [Do you have storage for valuables?](#)
- We have a limited number of lockers available. Please limit the amount of valuable's you bring. We are not responsible for loss or theft of any valuables.
- [Do you have showers?](#)
- No, as we are an indoor venue, you won't get covered in mud.
- Do you accept credit card payments?
- We accept credit or debit card payments.
- [Is alcohol permitted on the paintball site?](#)
- The consumption of alcohol during the game is strictly forbidden. If you are found consuming alcohol on site, you will be asked to leave. There is a zero-tolerance to drugs.
- [Can I get to the venue by public transport?](#)
- Yes, as we are situated on Raywell street in the city centre, we have excellent transport links.
- [Can I leave the paintball game early?](#)
- You are not held captive at the venue, but please bare in mind that the game revolves around the teams that are playing. If people leave early and reduce player numbers, it can spoil the rest of the game for the others that wish to continue playing.
- [How many players are there on a paintball team?](#)

- We have a maximum capacity of 12 players per game and split you into two teams. Team numbers depend on how many are booked on each session.
- [How can we pay for additional paintballs on the day?](#)
- We accept cash, but you could use a credit or debit card to settle your bill.
- [Is there a limit to how many people can book?](#)
- The only real limit will be the capacity of the venue, which is 12. Remember all bookings are subject to availability, so if you have a large group, please try and confirm the booking as soon as possible; otherwise, you may miss out on places.