

These Terms & Conditions ("Terms") are part of the Party Booking Agreement between Long Island VR LLC d/b/a MetaVerse Arena ("MetaVerse," "we," "us") and the person making the booking (the "Organizer"). By signing the Booking Agreement or paying the deposit, the Organizer agrees to these Terms on their own behalf and on behalf of their guests.

1. Reservations & Deposit

All parties must be booked in advance and are subject to availability. A \$200 deposit is required to reserve a party, and the reservation is confirmed only upon receipt of the deposit. The deposit is applied toward the total package price. Each package includes the gameplay, reserved party space, setup, and other inclusions listed in the Booking Agreement. Applicable taxes, service charges, and add-ons will be stated at booking.

2. Final Payment

The remaining balance is due in full no later than 7 days before the party date. If the balance is not paid by the deadline, MetaVerse may cancel the reservation, and the cancellation terms in Section 3 will apply. The Organizer authorizes MetaVerse to keep a payment card on file for the balance, approved day-of add-ons, and any charges permitted under these Terms.

3. Cancellations & Refunds

- More than 21 days before the party: deposit refundable.
- 21 days or fewer before the party: deposit non-refundable. This also applies to bookings made within 21 days of the party date.
- 5 days or fewer before the party: the full package price is non-refundable and the party may not be rescheduled.
- No-shows forfeit all amounts paid. Cancellations must be made in writing (email or text) directly to MetaVerse and are effective on the date received. If MetaVerse must cancel a confirmed party for reasons within our control, the Organizer may choose a full refund of amounts paid or a rescheduled date.

4. Rescheduling

Rescheduling requests must be made in writing at least 6 days before the original party date and are subject to availability. The new date must fall within 90 days of the original date. One reschedule is permitted per booking; payments made transfer to the new date. Price differences for a different day, time, or package will apply. A rescheduled party that is later canceled is non-refundable.

5. Guest Count & Party Time

Each package covers the number of participants stated in the Booking Agreement. Additional participants are subject to availability and charged at the posted add-on rate. The final guest count must be confirmed with final payment; reductions after that point are not refunded. Parties must end and vacate the party space at the scheduled end time. Overstays may be charged at the applicable rate.

6. Arrival & Late Arrivals

The Organizer and guests should arrive at least 15 minutes early for check-in, waivers, and the safety briefing. Sessions run on schedule and may begin even if some guests have not arrived. Late guests may not be able to join an active session, and if the group chooses to wait, gameplay time may be shortened. Time missed due to late arrival is not eligible for extension, refund, or credit.

7. Additional Gameplay

Additional gameplay is available at the advertised add-on rates and is best purchased at booking to secure availability and pricing. Day-of requests are subject to availability and may be charged at the current rate.

8. Supervision of Minors

Parties with guests under 18 must have at least one adult (18+) for every 10 minors, and the Organizer or another responsible adult must remain on the premises for the entire party. MetaVerse staff operate the experiences but do not provide childcare or general supervision. The Organizer and accompanying adults are responsible for the conduct, safety, and supervision of minors outside of active gameplay, including in common areas of Samanea Mall.

9. Waivers & Age Requirements

Every participant must complete MetaVerse's liability waiver before playing. A parent or legal guardian must sign for any participant under 18. Guests without a completed waiver will not be permitted to play, and no refund or credit will be issued. Minimum age, height, and other requirements vary by experience. MetaVerse may restrict participation for any guest who does not meet them. The Organizer must share these requirements with guests and their parents or guardians before the party.

10. Age Appropriateness and Game Selection

The person booking the party is responsible for selecting games that are appropriate for the ages, maturity levels, and comfort levels of all participants. Game descriptions and age recommendations are provided to assist with selection; however, individual experiences may vary. Parents and guardians are responsible for determining whether a game is suitable for their children. MetaVerse Arena reserves the right to recommend alternative games or restrict participation in a particular game when deemed necessary for safety or operational reasons. Participants who feel uncomfortable during a game may discontinue their participation at any time, subject to the venue's applicable policies. No refunds or credits will be issued for a participant's decision to discontinue a game.

11. Health, Safety & Assumption of Risk

Virtual reality involves physical movement while the user's view of the real world is blocked. Inherent risks include motion sickness, dizziness, disorientation, eye strain, trips, falls, and contact with walls, equipment, or other players. Free-roam and gel blaster experiences involve additional physical activity and projectile contact. Guests should not participate if they are pregnant; have epilepsy or a history of seizures; have heart, back, neck, or balance conditions; have had recent surgery or injury; or are under the influence of alcohol or drugs. Each participant (or their parent/guardian) is responsible for deciding whether the participant is fit to play and should stop immediately and notify staff if they feel unwell. Participants voluntarily assume the inherent risks of these activities. Headsets are cleaned between uses; guests with skin or eye sensitivities participate at their own discretion.

12. Safety Rules & Guest Conduct

All guests must follow the safety briefing and the instructions of game masters and staff at all times. MetaVerse may, at its discretion, end a participant's session, deny further participation, or remove any guest from the venue for unsafe, abusive, or disruptive behavior, failure to follow instructions, intentional misuse of equipment, or appearing to be under the influence of alcohol or drugs. Guests removed for these reasons are not entitled to a refund or credit.

13. Equipment & Property Damage

Guests must treat all equipment and venue property with care. The Organizer is responsible for the reasonable cost of repair or replacement of equipment or property damaged by the Organizer or their guests through misuse, negligence, or failure to follow instructions, and authorizes MetaVerse to charge the card on file after management reviews the damage and notifies the Organizer in writing with supporting documentation.

14. Food, Beverages & Allergies

Guests may bring outside food or order through a MetaVerse-recommended vendor, subject to venue approval in advance. MetaVerse does not sell or prepare food. Orders, payment, delivery, and pickup are between the Organizer and the vendor. The Organizer is solely responsible for food safety, dietary restrictions, and allergies, and MetaVerse is not responsible for food provided by the Organizer or any vendor. Alcohol is not permitted. Food and drinks are not allowed in the gameplay areas. A cleaning fee may apply if the party space is left in a condition beyond normal party use. The party organizer is responsible for informing all guests of any food allergies or dietary restrictions. MetaVerse Arena assumes no responsibility for allergic reactions or adverse effects resulting from food or beverages brought into or consumed at the venue. The person booking the party is responsible for communicating this information to all guests and their parents or guardians, as applicable.

15. Decorations & Setup

Each package includes the setup, reserved table, and cleanup stated in the Booking Agreement. Decorations and extra supplies must be approved in advance. Confetti, glitter, open flames, candles other than birthday candles on a cake, smoke or fog devices, adhesives on walls, and anything that could damage venue property are prohibited. The Organizer must remove all personal items and decorations at the end of the party.

16. Personal Belongings

MetaVerse is not responsible for lost, stolen, or damaged personal property, including phones, gifts, and party supplies. Items left behind will be held for 30 days and then discarded or donated.

17. Photos & Video

MetaVerse may photograph or record gameplay and the venue, and may use such images for marketing and social media. The Organizer agrees to inform guests of this. Any guest, or parent/guardian of a minor, who does not wish to appear in marketing materials should notify staff at check-in, and MetaVerse will make reasonable efforts to honor the request.

18. Changes, Technical Issues & Events Beyond Our Control

Experiences may occasionally be affected by technical issues, maintenance, or safety concerns. MetaVerse may substitute a comparable experience of equal or greater value. If a significant issue materially affects a confirmed party, we will offer a reschedule, credit, or partial refund. MetaVerse is not liable for delays or cancellations caused by events beyond its reasonable control, including power or internet outages, severe weather, mall closures or access restrictions, government orders, or public emergencies. In such cases, we will offer a reschedule or credit for amounts paid.

19. Limitation of Liability & Indemnification

To the fullest extent permitted by law, MetaVerse is not liable for indirect, incidental, or consequential damages, and its total liability for any claim relating to the booking (other than personal injury) will not exceed the amount paid for the party. Nothing in these Terms limits liability that cannot be limited under applicable New York law. The Organizer agrees to indemnify and hold harmless MetaVerse and its owners, employees, and agents from claims, damages, and costs, including reasonable attorneys' fees, to the extent caused by the Organizer's or their guests' breach of these Terms, misconduct, or negligence, including failure to supervise minors.

20. Payment Disputes

The Organizer agrees to contact MetaVerse first to resolve any billing concern before disputing a charge with their card issuer. Charges made in accordance with these Terms are not grounds for a chargeback, and the signed Booking Agreement and these Terms may be submitted as evidence of authorization.

21. Gift Vouchers, Promotions & Credits

Gift vouchers, promotional offers, and booking credits are subject to the terms communicated at purchase and applicable law. Promotions cannot be combined unless stated and have no cash value. Section 3 governs party refunds.

22. General Terms

These Terms and the Booking Agreement are the entire agreement regarding the party and replace any prior discussions. If these Terms conflict with the Booking Agreement, the Booking Agreement controls. Changes must be in writing and approved by MetaVerse. If any provision is found unenforceable, the remainder stays in effect. These Terms are governed by the laws of the State of New York, and any dispute shall be brought in the courts of Nassau County, New York. MetaVerse's failure to enforce any provision is not a waiver of it.

23. Corrections and Changes

Although MetaVerse Arena strives to ensure that all information on its website and promotional flyers is accurate and up to date, errors, inaccuracies, or omissions may occasionally occur, including those relating to descriptions, pricing, party packages, terms, and availability. MetaVerse Arena reserves the right to correct any errors, update or modify information, and make changes to website content at any time without prior notice. All prices, packages, promotions, and offerings are subject to change without notice. Pricing and package details confirmed in writing at the time of booking will apply to the reserved event, subject to the agreed-upon terms and conditions. Any subsequent changes to website pricing or offerings will not automatically alter an existing confirmed reservation. MetaVerse Arena reserves the right to address and resolve any errors or discrepancies in a booking, including pricing errors, in accordance with applicable law.

ACKNOWLEDGMENT. By signing the Booking Agreement, the Organizer confirms they have read, understood, and agree to these Terms, including the cancellation, supervision, assumption of risk, damage, and liability provisions, and will communicate the relevant requirements to all guests and their parents or guardians. Questions? Contact MetaVerse Arena before your party date.

MetaVerse Arena — Where Will You Go Next?