



Ant's Rolling Video Games of Hilton Head
P.O. Box 21485
Hilton Head Is, SC 29925
(843) 415-5595

Rolling Video Games of Hilton Head Official Policies

REFUND/CANCELLATION POLICY: A valid credit card or debit card is required to guarantee and pay for your party. There will be a \$100 cancellation fee for all parties or events (paid in full or deposits) canceled within 25 days after payment is received. NO REFUND in the event of a party reservation being canceled within 14 days of your event. RVG of Hilton Head will make every effort to postpone your event, with no penalty; to another date should cancellation be necessary.

FORMS OF PAYMENT: We accept all Major Credit Cards.

TRAVEL/FUEL SURCHARGE: Depending on where your event is located, a travel surcharge may apply. You will be able to see travel surcharge, when submitting booking request.

PRIVACY POLICY: RVG of Hilton Head is committed to protecting your privacy. We will use the information that is collected on the site for reservation purposes **ONLY**. We strive to make your experience with RVG as simple as possible and will make every effort to enhance your overall experience with our company. We will not sell, trade, or rent your personal information to others.

LOCATION: The customer is required to provide a relatively flat, safe area for the Mobile Theater to park. Street fronts are preferable. Our truck and trailer combination is very long and we will need a minimum of 55 feet of space to park. If you do not have enough space, we recommend that you contact your local church or recreation center.

If the location is deemed unsafe for the customers, players or other guests at time of arrival, Rolling Video Games will request an alternative location be provided. If an alternative location cannot be found, we will allow the event to be rescheduled at no extra charge. If rescheduling is not desired, the event may be cancelled with NO REFUND.

We will not park in driveways, yards or any other tight or dangerous location. It has proven to be too dangerous to get such a large vehicle to park in tight locations. Also, we prefer to park on solid concrete/asphalt/gravel areas.

SEVERE/INCLEMENT WEATHER: The RVG trailer was designed for all types of weather conditions. The theater is insulated and climate controlled with heat and air conditioning. There may be occasions when the weather does not cooperate with your scheduled party. In the event of severe weather, (lightning, very high winds, flooding and/or extremely heavy rains, snow or ice) we reserve the right to reschedule your service to guarantee the safety of you, your guests, our staff and equipment. If the threat of these storms threatens your event and you are aware in



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advance, (pending or anticipated snow storm, tropical storm or hurricane) please notify us to begin the rescheduling process.

SUPERVISED CHILDREN: RVG of Hilton Head does not require a parent to be present on the trailer during the party. We will provide a knowledgeable Game Coach who will assist your child/children in making sure that their party is the party of the year!

VIDEO GAME RATINGS: We will only play the games that you allow. The game theater has games of all ratings and can accommodate many tastes and levels of play. Our game coach will work with you prior to starting to the party to confirm any game restrictions. Check out our **Games List**.

ALCOHOL/DRUGS: Although alcohol is not prohibited, we reserve the right to refuse, cancel or shut-down an event when the consumption of alcohol creates a disturbance. Drugs of any sort will not be tolerated in or around the RVG of Hilton Head's equipment. Any observed use of illegal drugs/narcotics or legal narcotics used in an illegal manner will result in termination of the party immediately and Law Enforcement maybe contacted. **ALCOHOL WILL NOT BE ALLOWED ON THE PREMISES AT EVENTS THAT ARE SPECIFICALLY PLANNED FOR CHILDREN.**

DAMAGE/INJURY: RVG of Hilton Head or any of its employees will not be responsible for any damage to property resulting from a request by the client to position the theater in a specific location. This includes both above ground and below ground property/equipment damage. Additionally, RVG of Hilton Head reserves the right to charge the client's credit card for damages to the trailer or equipment resulting from the careless or willful damage the client and/or their guests. This includes damage and/or theft of items such as television units, game consoles, game controllers and game discs. Replacement charges will be based on current retail price of the damaged/missing item. Additionally, neither RVG of Hilton Head nor their staff will assume responsibility for any injuries sustained on the client's property or their designated location. All liability for damages or injuries is the sole responsibility of the client and/or host.

FOOD/DRINK: RVG of Hilton Head does not allow any food or drinks into the video game theater. Please have your guests consume them outside of the trailer prior to entering.

PICTURES: While your party is in effect the Game Coach will be taking pictures of the party inside the trailer. You will then be able to view these pictures on Ant's Rolling Video Games of Hilton Head's FaceBook page and you can copy them to your files. If you do not want our Game Coach taking pictures or posting them on FaceBook page, please notify us via Email prior to the party. This is a service we provide to our guests so they can capture their party as it happens.



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TIPS: The Game Coach is there to make sure that your group is making the most of our high-tech fun. He or she coaches, inspires and entertains. Tipping for good service is a great idea, but not required.

By Submitting Payment you agree to these terms.