



Tenn Pin Alley
Party and Event Booking Terms

The following terms and conditions govern your purchase of party and event services from Tenn Pin Alley ("facilities", "we" or "us"). You agree as follows:

1. You are obligated to pay either the required deposit or the total fees and charges referenced when booking your party or event. Such amount represents your minimum total spend for the event ("Minimum Total Spend"). Subject to availability and our approval, you may modify the type or amount of event services you have purchased with us up to 7 business days prior to the booked event date, provided you cannot reduce your Minimum Total Spend.
2. (a) If you are ordering our services online through our web portal, you agree to pay a deposit in the amount specified above in quote/contract, payable by credit card at the time of submitting your order to us. (b) If you are ordering our services other than through online means, you will deliver us a deposit in the amount specified in the quote/contract, payable by credit card, ACH, (company check for Company Events Only) made payable to us, or cash at the time of signing this contract. No personal checks accepted. After the deposit is paid for a Group Events/Facility Rental the balance owed is due seven (7) business days prior to the date of the event. (c) You authorize us to charge any credit card on file with us as sums are due, including any costs for damage caused by you or your guests. (d) Upon signing the quote/contract, your deposit is non-refundable but is transferable to another date, with 48-Hours' notice. Any deposit or previously delivered funds can be applied against the new event date, but you remain responsible for the remainder of the balance. You may cancel this contract and the event up to 30 days prior to the date of event at which time we will refund the total fees. (e) Events cannot be rescheduled without our express prior written consent.
3. If you provide us a credit card, we will apply all fees and charges incurred for the event against such card. You, however, remain responsible for all additional fees and charges incurred during the event.
4. All food and beverages (alcoholic & non-alcoholic) must be purchased from us. No outside food (excluding birthday cakes/cupcakes), beverages, DJs, live music, equipment, unapproved decorations are permitted. We are not responsible for any your property left unattended at the facilities.
5. We are solely providing the facilities, services and equipment expressly stated in the quote/contract, and no other. Lane location will be selected at the sole discretion of the facility unless stated otherwise in the quote/contract. Any requirement for setting up lighting or audio/video equipment not currently installed onsite must be approved in writing. If approved, you must deliver such equipment for testing at our facilities at least 72 hours prior to the event, and we may require the presence of additional personnel whose time will be charged back to you. Rates are available upon request. Your equipment is not guaranteed to operate with our facilities. We reserve the right to refuse any such requests.
6. Events may involve physical activity. You and your guests represent that you are in proper health to participate in such activities. You assume risks arising therefrom. We reserve the right to refuse entry due to age restrictions. 15 and under must be accompanied by an adult. Children 4 or younger should be assisted with any bowling, arcade, and/or indoor/outdoor activities. We reserve the right to refuse service and remove anyone from the facility which we reasonably believe threatens the safety of personnel or guests or causes damage to our facilities, including activity pertaining to: concealed weapons, intoxication, dress code violations, health/security, illegal drug activity, and/or any activity that violates federal, state,

or local laws. Other local restrictions and facility house rules may apply. You may not incorporate decorations, marketing, equipment, furniture or other similar items at the event without our prior written consent.

7. You are responsible for any and all damages, losses, claims and liability arising out of or related to your or your guests' use of the event facilities, equipment and services, or related to your event, including property damage or personal injury arising therefrom, and will release, indemnify and hold us harmless from damages, losses, claims and liability resulting therefrom (other than claims caused by our gross negligence or willful misconduct).
8. By signing this quote/contract, the signer is attesting that he/she is authorized to sign this quote/contract and hereby authorizes the credit card charges noted herein. We may send you marketing, advertising or promotional communication to the contact information you provided – if you do not wish to receive such items, let us know.
9. Our services and facilities are provided "as is" without any warranty or representation express or implied. WE ARE NOT LIABLE FOR ANY CONSEQUENTIAL, INDIRECT, PUNITIVE, SPECIAL, GENERAL, EXEMPLARY, ECONOMIC DAMAGES ARISING FROM THIS CONTRACT OR OUR SERVICES. OUR LIABILITY, IF ANY, IN ALL CASES SHALL BE LIMITED TO AMOUNTS PAID TO US UNDER THIS AGREEMENT.
10. A 20% Service Fee is applied to all group events & facility rentals. Child birthday parties will not be charged a service fee. Client agrees that a mandatory service fee ("Service Fee") will be applied to all charges associated with the Event. The Service Fee is imposed in consideration of overall event services, including but not limited to staffing, coordination, facility operations, and guest services, and is not a gratuity voluntarily determined by the Client.

The parties acknowledge that the Event may include a combination of taxable and nontaxable goods and services under applicable Tennessee law. Accordingly, the Service Fee shall be allocated between taxable and nontaxable components of the Event on a reasonable and consistent basis. Unless otherwise specified in writing, such allocation shall be determined in proportion to the sales price of the underlying taxable and nontaxable goods and services included in the Event.

The portion of the Service Fee attributable to taxable goods and services shall be included in the measure of sales subject to applicable sales and use tax. The portion attributable to nontaxable goods and services shall not be subject to sales tax, to the extent permitted by law. Provider shall separately state taxable and nontaxable charges and the Service Fee will be proportioned and ascribed to taxable and nontaxable charges evenly at the full percentage of the fee. Client agrees to pay all applicable taxes as determined in accordance with this provision.

11. A 15% - 20% Gratuity, selected during the scheduling process, is applied to all child birthday parties.
12. We are not responsible for any delay or failure in performance of any part to the extent that such delay or failure is caused by acts of God or other causes beyond our control. This quote/contract is governed by and construed in accordance with the laws of the State of Tennessee, without regard to its conflicts of laws rules. Any such controversy or claim shall be arbitrated on an individual basis and shall not be consolidated in any arbitration with any claim or controversy of any other party in the State of Tennessee, in the City of Columbia, County of Maury.
13. By submitting any order for services or products to us, you are agreeing to our Party and Event Booking Terms. Your specific party or event offerings will be outlined in your emailed contract.