

## **CANCELLATION & REFUND POLICY**

- All cancellations must be intimated via email to [cancellations@microgravity.co.in](mailto:cancellations@microgravity.co.in) along with the Booking Id
- In-case of online Bookings cancellations can be initiated online.
- Telephonic cancellation will not be accepted as 'Cancellation Request'.
- No show and late arrival will be non-refundable.

### **For Golf and ZLVR**

1. If Booking cancellations are done by the customer 24-48 hours prior to the Activity 75% of total price will be refunded.
2. If Booking cancellations are done by the customer 0-24 hours prior to the Activity 50% of total price will be refunded.
3. No refund will be provided to no-show customers.
4. No refund will be provided to customers who arrive late for their scheduled gameplay.]

### **For Gameplays cancelled due to Miscellaneous reasons**

1. If Booking cancellation is done due to the participant being unwell, the booking amount will not be refunded. However, it may be rescheduled at the discretion of MGVS PRIVATE LIMITED.
2. If Booking cancellation is done due to the participant being accompanied by children with no one to supervise them, the booking amount will not be refunded, however, it may be rescheduled at the discretion of MGVS PRIVATE LIMITED.
3. If Booking cancellation is done due to the participant being a minor and not having consent from their parents/ legal guardians, the booking amount will not be refunded. However, it may be rescheduled at the discretion of MGVS PRIVATE LIMITED.
4. No refund or rescheduling will be provided if the participant has been turned away from the centre due to the following reasons -
  - a. Being Intoxicated
  - b. Under the influence of drugs/ narcotics
  - c. Disobeying Rules
  - d. Causing Harassment

### **Please Note:**

1. Refund will be initiated after deducting the applicable cancellation charges.
2. The applicable refund will be settled within 7 to 10 business days, after the cancellation request is approved by MGVS PRIVATE LIMITED.
3. Rescheduling (if applicable) is only provided once (subject to availability of the event). If Bookings are rescheduled, no refunds will be provided in case you wish to cancel later.
4. If the Activity is cancelled by MGVS PRIVATE LIMITED or unavailable, then refund will be processed within 7 to 10 business days of informing to the customer about cancellation of Activity.

5. No refund will be provided, if customer claim any kind of refund after 24Hrs of services provided.
6. Amount present in the gaming cards cannot be refunded or redeemed for cash.
7. Gift vouchers once purchased cannot be refunded or redeemed for cash.
8. Amount will be refunded through the same mode in which purchase was made.
9. A refund if requested in case of service failure, our team will evaluate if an order qualifies for a refund and the decision of our management will be final. The refund amount in no circumstances can exceed the amount paid by participant.
10. Any discounted or exempted amount cannot be claimed for refund.
11. MGV PRIVATE LIMITED may amend its Cancellation and Refund Policy from time to time and we will notify you by email or an announcement on the website.
12. If you have any questions/comments about our Cancellation and Refund Policy, please email us at [queries@microgravity.co.in](mailto:queries@microgravity.co.in)