

## **Garden Bowl Bowling Reservation Terms and Conditions**

### **Cancellation/Refund Policy:**

- If the event you need to cancel your reservation and request a refund, you must do so at least 24 hours in advance. We are happy to issue a full deposit refund for any cancellation before 24 hours of the scheduled event. The refund will be issued in the same method the deposit was made.
- We do not issue refunds for cancellations within 24 hours of the scheduled reservation.
- We do not issue refunds or credits for no shows or cancellations made on the day of a scheduled reservation. Exceptions can be made for inclement weather or other situations at Garden Bowl Management's discretion.
- Payments are non-refundable in the event of a reduction in number of bowlers and/or a reduction in the number of hours paid for.
- Price and availability information is subject to change without notice.

### **Data Privacy Policy:**

We respect and are committed to protecting your privacy. We will not sell your information to anyone. We will collect the personally identifiable information you provide us on our website, but this information is for Garden Bowl's use only and will not be shared with any third parties.

### **General Policies:**

- For same day reservations, please call (313) 833-9700. We accept walk-ins but cannot guarantee availability.
- Lanes can hold anywhere from one (1) to four (4) guests. If you have more than four (4) guests, you must reserve a 2<sup>nd</sup> lane.
- Our Open Bowling Rate does not include shoe rental or concessions.
- Arrival/Check-In Time: Please arrive at least 10 minutes before your scheduled reservation time. Check in with the front desk.
- On-time arrival of your guests is your responsibility. Lanes automatically start at the reservation time you selected. Arrival times cannot be adjusted on the day of the reservation, as this may impair our ability to serve other groups.
- Bowling reservations will start and stop at your reserved time regardless of where you are at in your game.
- If you or anyone in your group does not arrive in time, your reservation will be held for 15 min then released. Please call ahead if you are running late.
- Once your bowling reservation is completed, we ask that you exit the building or relocate to a new section of the venue so that the reservation behind you can bowl for the time they reserved.
- The lane(s) you choose may not be the lane you receive at the time of your reservation.
- No outside food or beverage permitted.
- Strict 21+ only policy starting at 8pm daily.

- The minimum amount of time required to make a reservation is one hour. Additional time may be purchased based on availability. The Garden Bowl does not make reservations on a number-of-games basis.
- At The Garden Bowl we specialize in quality time. If any guest is asked to leave for violation of our policies or inappropriate behavior, a refund will **not** be issued, and party attendants may be asked to leave. We require strict adherence to our safety policies and require all guests to be considerate of others within our facility.

**COVID-19 Safety Policies:**

- All guests must wear a mask at all times.
- All guests must always maintain social distancing requirements (6ft apart from other parties).
- We encourage bowlers to bring in their own shoes and bowling balls.
- We encourage you to wash your hands before and after your bowling session and/or before eating/drinking.
- If any guest is asked to leave for violation of these policies, a refund will **not** be issued, and party attendants may be asked to leave. We require strict adherence to our safety policies and require all guests to be considerate of others within our facility.

Thank you,

The Garden Bowl Management