STRIKE FORCE ARENA

Booking, Rain & Birthday Policy

strikeforce.com.pk
Karachi
Effective: 1 November 2026

By making a booking with Strike Force Paintball Arena (online, by phone or on WhatsApp) you agree to the policies below. They apply to all players and guests in your group.

1. Booking Policy

1. **No refunds.** Payments are non-refundable.
2. **Cancelling more than 24 hours before** your booking: the amount paid is kept as **credit for a future booking, valid for 3 months**.
3. **Cancelling less than 24 hours before, or not showing up:** the full booking amount is charged and no credit is given.
4. **Payment:** any outstanding balance must be settled at the booking counter before your scheduled start time.
5. **Timing:** sessions start and end at the booked time. Late arrival does not extend your session.
6. **Damage:** customers will be charged for any equipment damaged during their session.
7. **Events:** tournaments, events and training sessions cannot be organised through regular bookings. Please contact us separately.
8. **Our right to cancel:** we may cancel a booking due to overbooking or operational reasons and refund your payment. We are not responsible for any associated costs or losses.
9. **Safety:** all players must attend the safety briefing and follow staff instructions at all times. Staff may stop play or refuse entry for unsafe behaviour.
10. **Under 18s:** players under 18 must have the consent of a parent or guardian.
11. **Injury waiver:** Strike Force, its management, staff and affiliates are not liable for any injury, loss or damage sustained while using the facilities. All participants use the facilities at their own risk.
12. **Belongings:** Strike Force is not responsible for lost or stolen items.
13. **Outside food:** outside food and drinks are not allowed (see Birthday Policy for exceptions).

2. Rain Policy

1. **No early cancellations:** bookings go ahead as scheduled unless bad weather is actually observed at the venue.
2. **Staff decision:** if it starts raining or conditions become unsafe, our staff will decide whether to pause or cancel the session. Player safety comes first.
3. **Rescheduling:** sessions interrupted or cancelled due to rain can be rescheduled. Contact us **within 7 days** to choose a new date **within 30 days**, subject to availability.
4. **No refunds** are given for bookings affected by rain.

3. Birthday Policy

A. Base Camp (Briefing Area)

1. **Shared space.** Birthday bookings run back to back (e.g. 4–5 pm and 5–6 pm). While your group plays, the previous or next family may be using the seating area, and the same applies when they play.
2. **Seating is limited:** 16–20 chairs plus the kids' benches (military truck), shared between groups.
3. **Group size:** minimum 10 kids, maximum 25.
4. **Maximum 2 hours** in total: play time, then cake, food and seating.
5. **Private use:** to have Base Camp to yourselves, contact us in advance for a private buy-out (extra charge).
6. **Early setup:** if you need time before your slot to decorate, tell us at the time of booking, as another event may be taking place before yours.
7. **Food:** outside food is not allowed except the birthday cake. Snacks and drinks are ordered from our on-site partners.

B. Venue fee & decoration

8. **Base Camp venue fee: Rs 15,000 flat** (not per person). It includes reserved seating, the cake table, a birthday announcement, music, a coordinator and clean-up.
9. Activity charges (paintball, gel blaster or hydro war) are billed separately, per player.
10. **Not included:** balloons, decoration, themes, printing or any other setup.
11. You may bring your own decorator, or we can recommend vendors.
12. If Strike Force arranges the decoration for you, a **15% event management charge** applies on the vendor cost.

C. Garden rentals (Small Garden & Big Garden)

13. The garden is **exclusively yours for the booked hours (3 hours)**. Extra time is charged per hour, subject to availability.
14. Booking an activity (paintball, gel blaster or hydro war) is required to rent a garden. The garden rental replaces the Base Camp venue fee.
15. You may bring your own **event planner, caterer, decorator and attractions** (e.g. jumping castle). Outside food and catering are welcome.
16. **Drinks are supplied by Strike Force only.**
17. All vendors must follow Strike Force staff instructions. Vendors may enter up to **1 hour before** your slot (if available) and must clear out within **1 hour after** the event.
18. **Cleaning:** the garden must be left clean and in its original condition. All decoration, waste and vendor items must be removed. A cleaning charge applies if this is not done.
19. **Electricity:** power and generator backup are available. Please tell us in advance what your vendors need (equipment and load), so we can arrange the right supply.
20. **Not allowed:** fireworks, sparklers, smoke machines, confetti cannons, nailing or taping onto walls or structures, or anything that damages turf or plants.
21. Music must end by venue closing time and be kept at a reasonable volume.
22. Any damage to the garden, furniture or facilities caused by guests or vendors will be charged to the customer.

D. General

23. Parents or guardians are responsible for supervising children outside the arena.
24. The Booking Policy and Rain Policy above apply to all birthday bookings.