
1.INTRODUCTION

1.1 By registering for, purchasing, or otherwise acquiring a TAP, PLAY & RELOAD Card you agree to abide by and be bound by these terms and conditions as amended and updated from time to time (the "Terms").

1.2 A TAP, PLAY & RELOAD card is provided by TENPIN LTD and is only valid in Tenpin Dewsbury

2. TAP, PLAY & RELOAD CARD/CREDITS

REGISTRATION

2.1 TAP, PLAY & RELOAD Cards can be registered at the prize counter, or at a self-service kiosk on the premises.

2.2 Any personal details shared with us will be stored on our database and will not be sold to third parties. Your details may be used to contact you for marketing purposes or in the event your card has been lost.

PURCHASE

3.1 A TAP, PLAY & RELOAD Card can be obtained for free by:

3.1.1 Visiting Tenpin Dewsbury premises when purchasing credits.

3.1.2 Purchasing TAP, PLAY & RELOAD credits at the prize counter on premises.

3.1.3 Purchasing TAP, PLAY & RELOAD credits at a self-service kiosk on premises.

3.2 TAP, PLAY & RELOAD Cards can be reloaded with credits at the counter or at a self-service kiosk on premises.

3.3 Minimum transaction amounts may apply to the purchase of credits.

3.31 The exact cash amount must be inserted when purchasing game credits at the Kiosk, no change can be provided, and any additional funds will be added to the card balance.

3.4 TAP, PLAY & RELOAD Cards and credits are non-refundable and non-redeemable.

3.4.1 Bonus credit are awarded when loading your card with a pre-defined amount of credit, details can be found on the self-serve kiosks.

3.4.2 Bonus Credits will be used after Cash Credits.

3.4.3 Bonus Credits can be utilised on all arcade machines with the exception of change machines.

3.4.4 Bonus Credits cannot be refunded, or exchanged for cash

BALANCE

3.5 Credit balances will be shown each time a TAP, PLAY & RELOAD Card is used.

3.6 Credit balances can also be checked at any time at the counter, or self-service kiosk on premises.

OPERATION AND USE

3.7 TAP, PLAY & RELOAD Cards are required to activate games on the premises with electronic readers attached to them.

3.8 You may use credits to play games by tapping the card on the card reader of the desired machine. Credits appropriate to the cost of play will be deducted from the TAP, PLAY & RELOAD Card and your remaining balance will be displayed on the machine.

3.9 The game credit price of play will be displayed on each machine and will vary in value for each machine depending on the type of machine. TENPIN LTD reserve the right to vary the price to play on any game at any time without prior notice.

3.10 In some instances, using a TAP, PLAY & RELOAD Card to add further credits will not be permitted until the current game has concluded.

3.11 Where there is an insufficient balance of credits to play a particular game, participation will not be permitted.

CANCELLATION / EXPIRY

3.12 TENPIN LTD may suspend or cancel TAP, PLAY & RELOAD Cards at any time without notice.

3.13 Suspension or cancelation is at our sole discretion and may be as a result of: breach of the terms of use of a machine; machine interference; any fraudulent, improper, or collusive play; or any breach of these terms.

3.14 All TAP, PLAY & RELOAD Cards will expire after a period of 12 calendar months of non-use.

3.15 Where suspension, cancellation or expiration occurs, all outstanding credits and ticket balances will be forfeit and no reimbursement or compensation will be provided by TENPIN LTD under any circumstances.

3.16 TENPIN LTD accept no liability for suspended, cancelled, or expired TAP, PLAY & RELOAD Cards.



Balance Errors/Discrepancies

3.17 TENPIN LTD retain the right to alter, amend or correct any credit or ticket balance in the event of any error or discrepancy we identify.

3.18 If You have any queries or concerns about your credit or ticket balance you must notify us of this within 30 days of any disputed transaction. TENPIN LTD will investigate any notified issue and provide you with an update within 30 days of notification of the dispute. Absent any manifest error on our part, data and results retained by each machine shall be determinative.

LOSS OR DAMAGE

3.19 TENPIN LTD is not responsible for the loss, theft, or damage of any TAP, PLAY & RELOAD Card.

3.20 It is your responsibility to keep your TAP, PLAY & RELOAD Card safe. TENPIN LTD accept no liability for any misuse of TAP, PLAY & RELOAD Cards by any third party resulting from any unsafe practices.

3.21 It is your responsibility to notify us if Your TAP, PLAY & RELOAD Card is lost or stolen.

4. TICKETS

4.1 Some games on premises will load tickets automatically to your TAP, PLAY & RELOAD card. Tickets can be exchanged for prizes at the prize counter.

4.1.1 Ticket wins from coin pushers must be collected on the completion of your playing time, by tapping the reader.

4.2 Each ticket has the value of one (1).

4.3 Tickets do not have any cash value and may not be transferred, refunded, or exchanged.

4.6 Ticket balances can be retained on a TAP, PLAY & RELOAD Card and redeemed at a later date if so required, provided the TAP, PLAY & RELOAD Card has not expired in line with clause 3.14.

4.7 On redemption, the ticket balance will be reduced according to the number of tickets required for the requisite prize. Any unredeemed balance will be retained on the TAP, PLAY & RELOAD Card for future use, provided the TAP, PLAY & RELOAD Card has not expired in line with clause 3.14.

4.8 Ticket balances can be checked at any time at the prize counter, or self-service kiosk.