

Reforged Gaming Lounge - Terms and Conditions

Effective Date: January 1, 2025

1. Introduction

These Terms and Conditions govern your use of the services provided by Reforged Gaming Lounge LLC ("RGL"). By using our services or contacting us via SMS, you agree to these terms.

2. Services Offered

We provide hourly rental of gaming equipment and space, as well as food and beverage service (including alcoholic beverages, where applicable). All services are subject to availability.

3. Payment Terms

- Payments are due at the time of service unless otherwise agreed.
- Accepted payment methods include cash, credit, and debit cards.
- Late payments may incur a 20% fee after 5 business days.

4. Customer Responsibilities

- Provide accurate information when using our services.
- Treat RGL staff and other customers with respect.
- Disruptive, abusive, or disrespectful behavior may result in service termination or a ban without refund.
- Treat RGL property and equipment with care.
- No outside food or drink unless approved by management.

5. Malicious Damage

- You are financially responsible for any intentional damage to our property or equipment.
- Malicious damage includes harm or destruction done on purpose.
- You agree to cover the full cost of repairs or replacement.

6. Cancellations and Refunds

- General bookings: Cancel 24 hours in advance for a full refund.
- Buyouts: Cancel 5 business days prior to the event for a full refund.
- No refunds for cancellations made with less than 24 hours' notice.
- Refunds for GameTime will only be issued in cases of service error or outage.

7. SMS Terms and Conditions

- Purpose: SMS communication is used solely for responding to guest inquiries.
- No Marketing: We do not send promotional, automated, or recurring marketing texts.
- Frequency: Expect 2-4 messages per month on average, if you initiate contact.
- User Responsibility: You are responsible for any messaging charges from your mobile provider.
- Data Privacy:
 - We do not sell, share, or distribute your SMS data.
 - SMS communications are retained only as stored by our phone service provider.
- Opting Out: You may opt out by ceasing communication. No formal opt-out process is needed due to the non-recurring nature of our texts.
- Security Limitations: SMS is not a fully secure method of communication. We are not liable for third-party access while messages are in transit or stored by your provider.

8. Liability

Our liability is limited to the total amount paid by you for our services. We are not responsible for indirect or consequential damages.

9. Changes to These Terms

We may update these Terms and Conditions at any time. Updates will be posted on our website. Continued use of our services constitutes acceptance of any changes.

10. Governing Law

These Terms are governed by the laws of South Carolina, USA.

11. Contact Us

For any questions, please contact us at rglteam@reforgedgaminglounge.com.