

## **FIRST ROLL**

### **GENERAL TERMS & CONDITIONS**

**Last updated:** May 2026

**Version:** 1

These Terms & Conditions form part of the agreement which applies to all services provided by **Genting Leisure Limited** (company number **06563068**) (trading as “**First Roll**”) (“**we**”, “**us**”, “**our**”), to its customers (“**you**”, “**Customer**”).

By making a booking, attending a venue, or using any of our services, you agree to be bound by these Terms.

#### **1. INTERPRETATION**

##### **1.1. Definitions**

In these Terms:

- “**Booking**” means a booking made by the Customer for the Services.
- “**Booking Form**” means any online, written or electronic confirmation setting out the Services booked.
- “**Conditions**” means these terms and conditions as amended from time to time.
- “**Contract**” means the contract between you and us for the provision of Services, comprising these Conditions and any Booking Form.
- “**Customer**” means the individual or organisation making a Booking.
- “**Event Date**” means the date on which the Services are to be provided.
- “**Guests**” means all persons attending or participating under a Booking and which may also include the Customer.
- “**Services**” means the social gaming experiences, food and beverage services, and any associated services provided by us.
- “**Venue**” means a location at which the Services are provided.

##### **1.2 Interpretation**

- References to statutes include amendments and replacements.
- Words such as “including” do not limit general meaning.
- References to writing include email.

#### **2. BASIS OF CONTRACT**

**2.1.** A Booking constitutes an offer by the Customer to purchase Services in accordance with these Conditions.

**2.2.** A Contract is formed only when we confirm the Booking.

**2.3.** Promotional material and website content are descriptive only and do not form part of the Contract.

**2.4.** These Conditions apply to the exclusion of any other terms.

### **3. ABOUT US AND THE SERVICES**

**3.1** First Roll is a **social gaming entertainment experience inspired by casino-style games.**

**3.2** Minimum Booking size is 1 Guest, up to a maximum of 10 Guests. Please be aware that you may be seated with other people during the gaming session.

**3.3 No gambling takes place** at First Roll:

- No real-money wagering
- No cash or monetary prizes
- All games are played for entertainment purposes only

**3.4** First Roll is **not a licensed gambling operator** and nothing within the Venue constitutes gambling within the meaning of the Gambling Act 2005.

**3.5** We may from time to time make changes to these Conditions and or the Services where required by law or operational needs. Your continued access to our Venues and use of our services shall indicate your acceptance of any amended Conditions and Service changes.

### **4. SUPPLY OF SERVICES**

#### **4.1 Booking**

Bookings are made online via our booking system and may require:

- Selection of gameplay packages and optional add-ons (including drinks packages)
- Compliance with minimum or maximum group sizes.

Following Booking, Customers will receive a confirmation email containing key booking details.

#### **4.2 Arrival & Check-In**

- Guests are expected to arrive at least **15 minutes prior** to the scheduled start time unless otherwise stated.
- Upon arrival guests must check in with a host and booking details and attendee information may be verified or updated.

- Late arrival may result in reduced gameplay time or refusal of entry without refund.

#### **4.3 Pre-Game Experience**

- Guests may be offered the opportunity to purchase drinks prior to the experience.
- Pre-ordered items may be made available at or near the gameplay area.
- Certain operational rules apply, including restrictions on food at gaming tables (see Food & Drink section).

We reserve the right to:

- Modify sequencing or timing of activities.
- Substitute elements of the experience where reasonably necessary for operational, safety or commercial reasons.

### **5. CUSTOMER & GUEST OBLIGATIONS**

**5.1** The Customer must:

- Ensure Booking information is accurate.
- Comply with all applicable laws and Venue rules.
- Procure that all Guests adhere to these Conditions.

**5.2** Guests:

- Must be **18 years or over**, unless stated otherwise.
- May be subject to ID checks and reasonable security searches.
- Must behave responsibly and respectfully.
- Arrive in accordance with the specified arrival time (typically 15 minutes prior to start time).
- Follow all instructions provided by hosts in relation to seating, gameplay and safety.

**5.3** We reserve the right to refuse entry or remove any Guest whose behaviour puts safety, enjoyment or property at risk.

**5.4** Any Guest causing damage to equipment or property may be required to pay repair or replacement costs. Where recovery from the Guest is not possible, the Customer will remain responsible.

### **6 FOOD & DRINK**

**6.1** Food and drink may be purchased separately at the Venue; or Pre-booked as part of a package (where available).

**6.2** Drinks ordered in advance may be prepared and made available prior to or during the gameplay experience.

**6.3** Guests must not consume food at gaming tables unless expressly permitted by staff.

**6.4** No external food or drink may be brought into the Venue unless expressly permitted.

**6.5** Alcohol service is subject to licensing laws and our Challenge 25 policy.

## **7 BOOKINGS, CHARGES & PAYMENT**

**7.1** Prices are set out at the time of Booking.

**7.2** Payments may be required in advance and must be made in cleared funds.

**7.3** Failure to pay may result in cancellation without refund and/or suspension of Services.

**7.4** The booking process may include selection of gameplay formats, group size validation and add-on services.

**7.5** We reserve the right to reject or amend Bookings that do not comply with operational requirements (including minimum group sizes).

## **8 CANCELLATION & TERMINATION**

**8.1** Bookings can be cancelled in whole or part and refunded provided the Customer gives at least 24 hours' notice prior to the start time of the Services. Bookings are non-refundable if cancelled in whole or part less than 24 hours' prior to the start time of the Services.

**8.2** We may at our discretion terminate, cancel or reschedule a Booking and / or require Guests to leave the Venue if:

- There are an insufficient number of Guests (whether from your Booking or otherwise) to fill at least 5 spaces on a table. Wherever possible we will notify you in advance if we become aware that booking numbers are insufficient to host the Services and you may be offered a refund or to reschedule your gaming session.
- Payment is not made when due.
- There is a material breach of these Conditions.
- Guest behaviour poses a risk to safety or property.

## **9 MARKETING COMMUNICATIONS**

**9.1** We may contact you with information about our products, services, offers and events:

- where you have provided your consent; or
- where permitted by applicable law (including the “soft opt-in” rules).

**9.2** You will be given the opportunity to opt out of marketing communications at the point of data collection and in every subsequent communication.

**9.3** You may withdraw your consent or opt out at any time by following the unsubscribe instructions in our communications or contacting us directly.

**9.4** Further information is set out in our Privacy Notice.

## **10 INTELLECTUAL PROPERTY**

All intellectual property rights in First Roll branding, game formats, technology, software and content belong to Genting Leisure Limited or its licensors.

No use is permitted without our prior written consent.

## **11 LIMITATION OF LIABILITY**

### **YOUR ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE**

**11.1** Nothing in this Contract excludes or limits the liability of either party for:

- Death or personal injury caused by negligence
- Fraud or fraudulent misrepresentation
- Matters that cannot be excluded by law, including statutory consumer rights.

**11.2** Subject to clause 11.1, our total liability shall not exceed the amount paid for the relevant Booking.

**11.3** We are not liable for:

- Loss of profits or business
- Indirect or consequential losses
- Loss or damage to personal belongings unless caused by our negligence

## **12 PERSONAL PROPERTY & RISK**

Guests attend and participate in the Services at their own risk. We are not responsible for loss or damage to personal belongings unless caused by our negligence.

## **13 DATA PROTECTION & CCTV**

**13.1** All personal data collected from Guests and Customers is processed in accordance with the UK data protection laws and our Privacy Notice.

**13.2** CCTV operates in our Venues for safety and security purposes.

#### **14 ADDITIONAL CONSUMER RIGHTS**

**14.1** If you are a consumer, statutory rights under the Consumer Rights Act 2015 and Consumer Contracts Regulations 2013 apply.

**14.2** These rights are not excluded or limited by these Conditions.

#### **15 FORCE MAJEURE**

We are not liable for failure or delay caused by events beyond our reasonable control, including fire, flooding, acts of government, or utility failures.

#### **16. GENERAL**

**16.1** These Conditions constitute the entire agreement between us and you in respect of your use of our Services.

**16.2** If any provision is deemed invalid, the remaining provisions remain in force.

**16.3** No third-party rights are conferred under these Conditions.

#### **17. GOVERNING LAW & JURISDICTION**

These Terms and any disputes arising from them are governed by the laws of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

**Last Reviewed:            May 2026**

**Next Review Due:        May 2027**