

Cue and Play Lounge
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Cue & Play Lounge Customer Policy

To ensure a safe, respectful, and enjoyable environment for all players and staff, we kindly ask all customers to follow the guidelines below.

1. Respectful Play

- Please keep noise levels low and maintain a calm atmosphere while games are in progress.
- Be respectful of other players and allow everyone to enjoy their game without disturbance.

2. Care of Equipment

- All cues, balls, tables, and other equipment must be used carefully and responsibly.
- Do not slam cues, sit or lean heavily on tables, or misuse any equipment.

3. Damage to Property

- Any **intentional or reckless damage** to tables, cues, balls, furniture, or other venue property will result in the customer being **charged for repair or replacement costs**.

4. CCTV Monitoring

- For the safety and security of all guests and staff, **all areas of the venue are monitored by CCTV**.

5. Respect Towards Staff

- Our staff are here to help. **Abuse, harassment, or threatening behaviour towards staff will not be tolerated** and may result in immediate removal from the premises.

6. Management Rights

- Management reserves the right to refuse service or ask customers to leave if these rules are not followed.

Thank you for helping us maintain a welcoming and enjoyable environment for everyone.

Very Respectfully,

Amir Alizada

Manager

A handwritten signature in black ink, appearing to read 'Amir Alizada', is written over a horizontal line.

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