

閃動格子股份有限公司 客戶服務與保護政策

消費者權益

活動描述與價格

我們致力於為消費者提供詳細、透明的活動描述和價格資訊。您將能夠在預訂前完全了解所選活動的內容，包括參與規則、時間安排、特別注意事項以及價格。我們確保所有條款和費用均清楚明瞭，避免任何可能的誤導或誤會，保障您的知情權。

退款與取消政策

我們提供靈活且透明的退款與取消政策。消費者可在活動開始前的指定時間內申請取消並獲得全額退款。若在指定時間後申請取消，可能會根據具體情況收取一定的手續費。我們確保在您預訂時會明確列出具體的取消條款和手續費，以便您作出知情的決定。

服務條款

使用規範

所有參與者需遵守我們的使用規範，包括但不限於：禁止危險行為、尊重其他參與者並遵從工作人員的指示。我們保留在任何時候拒絕提供服務的權利，特別是當參與者的行為不符合規範或對其他人構成威脅時。這些規範是為了確保所有參與者的安全與良好的體驗。

責任限制

對於因參與我們的活動而可能產生的非因故意或重大過失造成的損害，我們不承擔任何責任。參與者應充分理解並接受參加活動所涉及的風險，並同意自行承擔相關責任。我們建議您在參加活動前仔細閱讀並理解這些條款。

條款修改與終止

我們保留隨時修改服務條款的權利。所有條款修改將在網站上公告，並且如果有重大變更，我們會透過電子郵件通知現有的預訂客戶。消費者有權在條款變更後選擇是否繼續接受服務。如果參與者違反服務條款，我們有權立即終止其參與活動的資格。

隱私權政策

資料收集與使用

我們依據《個人資料保護法》收集並使用您的個人資料以提供預訂服務和遊戲體驗。這些資料包括但不限於您的姓名、聯絡資訊及付款信息。您的個人資料僅用於改進我們的服務，除非履行法律義務，否則我們不會在未經您同意的情況下與第三方共享。

數據保護措施

我們採取嚴格的技術和組織措施來保護您的個人資料，防止未經授權的訪問、使用或洩露。這些措施包括數據加密、訪問控制和定期的安全審查。我們會不斷更新這些措施，以確保它們符合最新的技術和安全標準。

用戶權利

根據《個人資料保護法》，您有權隨時查詢、更正或刪除我們所保存的個人資料。您也可以選擇不接收我們的促銷資訊。如果您有任何關於隱私的問題或需求，請聯繫我們的客服團隊，我們將在合理的時間內回應您的請求。

Cookie政策

Cookie使用

為了提升您的瀏覽體驗，我們的網站使用Cookies來記住您的偏好和分析網站的使用情況。根據國際隱私權保護原則，您可以在瀏覽器設置中管理或刪除Cookies，但這可能會影響您使用我們網站的某些功能。我們會根據需要更新Cookie政策，以反映新的法規或技術要求。

CyberCube CO., Ltd. Customer Service and Protection Policy

Consumer Rights and Policies

Activity Description and Pricing

We are committed to providing consumers with detailed and transparent activity descriptions and pricing information. Before making a reservation, you will have complete information about the content of the selected activity, including participation rules, schedules, special considerations, and costs. We ensure that all terms and fees are clearly stated to avoid any potential misunderstandings and to protect your right to make informed decisions.

Refund and Cancellation Policy

We offer a flexible and transparent refund and cancellation policy. Consumers may cancel their reservations and receive a full refund if the request is made within the specified time before the activity starts. If the cancellation request is made after the specified time, a processing fee may be charged based on the specific circumstances. The exact terms and conditions for cancellations and any applicable fees will be clearly outlined at the time of booking, ensuring you can make an informed decision.

Terms of Service

Code of Conduct

All participants are required to adhere to our Code of Conduct, which includes but is not limited to: refraining from dangerous behavior, respecting other participants, and following the instructions of our staff. We reserve the right to refuse service at any time, especially if a participant's behavior is not in accordance with our guidelines or poses a threat to others. These rules are in place to ensure the safety and enjoyment of all participants.

Limitation of Liability

We shall not be liable for any damages that may occur as a result of participation in our activities unless such damages are caused by intentional or gross negligence. Participants should fully understand and accept the risks involved in participating in these activities and

agree to assume all related responsibilities. We strongly recommend that you carefully read and understand these terms before participating.

Modification and Termination of Terms

We reserve the right to modify these Terms of Service at any time. All modifications will be announced on our website, and in the case of significant changes, we will notify existing customers with active reservations via email. Consumers have the right to accept or decline continued service under the new terms. If a participant violates the Terms of Service, we reserve the right to terminate their participation in the activities immediately.

Privacy Policy

Data Collection and Use

In accordance with the Personal Data Protection Act, we collect and use your personal data to provide reservation services and enhance your game experience. This data includes, but is not limited to, your name, contact information, and payment details. Your personal data will only be used to improve our services, and we will not share it with third parties without your consent, except as required by law.

Data Protection Measures

We implement strict technical and organizational measures to protect your personal data from unauthorized access, use, or disclosure. These measures include data encryption, access controls, and regular security audits. We continuously update these measures to ensure they comply with the latest technology and security standards.

User Rights

Under the Personal Data Protection Act, you have the right to access, correct, or delete your personal data stored by us at any time. You may also opt out of receiving our promotional information. If you have any questions or concerns regarding your privacy, please contact our customer service team, and we will respond to your request within a reasonable timeframe.

Cookie Policy

Use of Cookies

To enhance your browsing experience, our website uses cookies to remember your preferences and analyze website usage. In accordance with international privacy protection principles, you may manage or delete cookies through your browser settings, though this may affect certain functionalities of our website. We will update our Cookie Policy as necessary to reflect new regulations or technological requirements.