



## **TIMELOCK'D LTD - TERMS AND CONDITIONS**

By purchasing a ticket, you ("The Ticket Holder") agree to be bound by the Terms and Conditions of sale specified herein and any other provision as may be specified from time to time by Timelock'd Ltd. The owners, management or employees of Timelock'd Ltd shall not be liable for any personal injury, death, loss or damage however so caused while in the venue, location or place related to Timelock'd, nor are they liable for any complaints, claims, refunds, or exchange for any reason, including without limitation, cancellation or postponement of the game at Timelock'd Ltd. Any refunds or rescheduling shall be made only at Timelock'd management's discretion. All tickets are sold subject to the following conditions:

### **• GENERAL**

- Our games have a maximum capacity which is clearly displayed on our website and booking page, we cannot accept any players over that maximum.
- The trademarks, phrases and logos displayed on the website are the property of the company. You are not permitted to use these without a written consent of the company and you accept that any such use may constitute an infringement of the relevant proprietor's rights.
- These terms and conditions and any contract concluded incorporating these terms and conditions shall be governed by English law and all disputes shall be submitted to the exclusive jurisdiction of the English courts.
- The company collects and stores your personal details without disclosing it to any 3rd party and is dedicated to ensure that the privacy of your personal information is protected in accordance with the Data Protection Act 1998. We comply with all GDPR regulations and are registered with the ICO.
- Due to the nature of the game no recordings can be taken inside the room. This includes (without limitation) the use of mobile phones, recording devices (video and/or audio) and cameras. The use of any such device in the room is not permitted at any time and will result in the game being terminated forthwith.
- By making a booking, you and your party agree to our Non-disclosure agreement and Timelock'd Ltd expect visitors not to disclose any details of the game directly or indirectly to the public.
- The company may contact you from time to time with offers and promotions via email or phone. If you wish to unsubscribe, please write us an email and we will take your email off our database. Our contact email is [hello@timelockd.com](mailto:hello@timelockd.com)

- The company is entitled to, and will, charge the guests for any damage which is intentional and/or caused by misuse of items
- While you are on our premises, you must ensure to conform to our terms and conditions, adopt proper standards of behaviour, and cooperate with our employees.
- The company doesn't tolerate any kind of bullying or harassment towards its employees and any such behaviour will result in your game ending without refund.
- Please note that your statutory rights are unaffected by the above conditions.

## • **BOOKINGS**

- The only language available for the conclusion of a contract online is English.
- Only persons who are at least 16 years of age are permitted to book a Game.
- This is a live event game, and once booked we cannot accept any cancellations, reschedules or give any refunds.
- Any purchase on the website is only valid when processed by the company. You shall receive a confirmation once your booking is processed.
- If you wish to transfer your booking(s) into someone else's name, you must contact the company by either email or telephone at least two hours prior to the start of your booking.
- You are entirely responsible for entering your details correctly on the Online Booking Form on the website.
- If a booking becomes a 'no-show', entry will be declined if the team is late and arrived 15 minutes or more after the booked starting time. In such a situation the money is not refundable and the booking is not changeable.
- Teams are required to show up 15 minutes prior to the booked time in order to have enough time to receive information regarding the rules of the Game.
- If the team is late, but less than 15 minutes, depending on availability the 60 minutes to escape the room may be decreased.

## • **PRICE AND PAYMENT**

- The price of a game is stated on the website under the booking section.
- The price is set according to group size depending on which experience you are booking for.
- The online payments can be made by: Using Debit or credit card, via our Paypal facility
- Bookings can be made either online or by telephone.
- Payment in full is required at the time of booking. Bookings made by telephone will only be done by card payment.

- Only one type of discount or offer can be used with a single booking.
- If any offer is deemed misused then the offer applied to your order will be removed and payment of balance will be due. Failure to pay the balance may result in booking cancellation.

## • **SAFETY**

- Each attendee will be instructed before their event by one of the employee of the company. After learning the rules of the event, each attendee will participate in the event at their own risk. The company is not liable for any (personal or equipment) damages caused by not following the rules described before the event. Each player will sign our waiver agreeing to the Terms and Condition of the Game before entering the escape room.
- We have a very strict drink/drugs policy, if you arrive either drunk or high we reserve the right to refuse entry to the experience without refund. No exceptions. This is for your own safety as well as other guests and our staff. Any abuse either physical or verbal towards our staff will result in the police being called and your group being banned from any future games experiences at Timelock'd Ltd.
- Drinks and food may not be brought into the event and into the room. Soft drinks and chocolate is available for purchase at reception.
- To be admitted you must confirm the full name of the booker and might be asked to confirm phone number and email address the booking confirmation was sent to.
- Children at the age of between 10-16 have to be accompanied by at least 1 adult per event, children under the age of 10 are not permitted to attend.

## • **PHOTOS AND COMMENTS**

- Photos of each team will be taken during and at the end of the game.
- Photos may be uploaded to social media sites without names.
- Attendees may comment on the experience on social media. The company has the right to moderate all comments that are not appropriate.
- The Company does not have to explain why comments were refused or deleted. It has full authority over any comments.