



## Terms and Conditions

**BY MAKING A BOOKING, THE LEAD NAME ON THE BOOKING AND ALL THE PARTICIPANTS ATTENDING WITH THE LEAD NAME ON THE BOOKING (Hereafter referred to as "You", "Your", "Yourself".) HEREBY ASSUME ALL OF THE RISKS OF PARTICIPATING IN ALL ACTIVITIES ASSOCIATED WITH CHARLOTTE REFFOLD TRADING AS PANIQ ROOMS AND RELEASE CHARLOTTE REFFOLD TRADING AS PANIQ ROOMS OF LIABILITY AND PUBLICITY** including but not limited to, any risks that may arise from negligence or carelessness on the part of the persons or entities being released, from dangerous or defective equipment or property owned, maintained, or controlled by them, or because of their possible liability without fault.

You certify that you understand this activity has potential inherent risks including but not limited to:

1. Mental stress and anxiety
2. Confinement in a small space with multiple persons
3. Being held in restraints
4. Use of simple tools and manipulatives
5. Potentially moving or lifting objects weighing no more than 10 pounds
6. Physical activity such as getting on your knees to look under things
7. Potential of failure to escape the room within the 60-minute allotted time
8. Low ceiling heights, which could cause injury

People with disabilities, heart conditions, asthma, anxiety disorders, PTSD, light/sound sensitivity or pregnant women might choose to refrain from participating, if you do participate you do so at your own risk and assume all responsibility (For more information about playing with a disability please visit this web page - <https://paniqrooms.co.uk/faq/>). You certify that you have no physical or mental illness that precludes you from participating in this activity in a safe manner for yourself or others. You are not under the influence of drugs or alcohol which impairs your ability to maintain your safety awareness or endanger others. You acknowledge that this Accident /Release of Liability Waiver and Media Release authorisation will be used by the organisers of the activity in which you may participate and that it will govern your actions and responsibilities at said activity. You agree that all staff or authorised agents may, at their sole discretion, determine it unsafe for you or others for your participation to continue, and remove you from the premises by their authorisation or any lawful means. In consideration of your participation in this activity, you hereby act for yourself, your executors, administrators, heirs, next of kin, successors, and assigns as follows:

**1. YOU WAIVE, RELEASE, AND DISCHARGE** from all liability, including but not limited to, liability arising from the negligence or fault of the entities or persons released (Charlotte Reffold trading as PanIQ Rooms), for your death, disability, personal injury, property damage, property theft, or actions of any kind which may occur to you or anyone you are booking on behalf of. **THE FOLLOWING ENTITIES OR PERSONS:** The directors, officers, registered agents, owners, employees, volunteers, representatives, and agents of any entities authorising this activity, including but not limited to the property owners.

**2. YOU INDEMNIFY, HOLD HARMLESS, AND PROMISE NOT TO SUE** the entities or persons (Charlotte Reffold trading as PanIQ Rooms) mentioned in this form from any liabilities or claims made as a result of participation in this activity, whether caused by the negligence of release or otherwise. You acknowledge that the directors, officers, registered agents, owners, employees, volunteers, representatives, and agents of any authorising entity (Charlotte Reffold trading as PanIQ Rooms) are **NOT RESPONSIBLE** for errors, omissions, acts, or failures to act of any party or entity conducting a specific activity on their behalf.

**3. YOU HEREBY CONSENT TO RECEIVE MEDICAL TREATMENT** which may be deemed advisable by the released entity (Charlotte Reffold trading as PanIQ Rooms) in the event of injury, accident, and/or illness during this activity.

**4. YOU UNDERSTAND THAT WHILE PARTICIPATING IN THIS ACTIVITY, YOU MAY BE PHOTOGRAPHED**, our CCTV cameras are for the sole purpose of the gamemaster to observe the game and give clues as needed. It is your choice to have a team photo taken, but it will only be accessible through PanIQ Rooms' social media pages. You agree to allow your photo, video, or film likeness to be used for any legitimate purpose this authorising entity (Charlotte Reffold trading as PanIQ Rooms) determines to be conducive to marketing this business. This Accident/Release of Liability Waiver and Media Release Authorisation shall be construed broadly to provide a release and waiver to the maximum extent permissible under applicable law. (under 18's will need a parent or legal guardian to fill out the media release section).

**5. YOU AGREE TO PAY FOR ALL DAMAGES** to the facilities of Charlotte Reffold trading as PanIQ Rooms caused by your neglect, recklessness and or willful conduct.

**6. YOU AGREE TO OBSERVE AND OBEY ALL RULES AND WARNINGS**, and to follow any instructions or directions given by (Charlotte Reffold trading as PanIQ Rooms) or its employees, representatives, or agents. Anybody who does not follow the rules will be asked to leave.

**7. CHILDREN (UNDER 14) MUST BE ACCOMPANIED BY AN ADULT (18+ YEARS)**, the adult must be a paying member of the group and the group size must not exceed the maximum number advertised for the room. Any person under 18 must have permission to attend. They must print and bring a signed copy of the terms and conditions from a parent or a legal guardian.

**MOST PEOPLE THAT PLAY ESCAPE ROOMS ARE ADULTS** so the puzzles in our escape rooms are designed with this in mind. Our games are not designed for groups where the majority of players are under 14. Therefore we do not offer any children's prices or party packages.

But, children do enjoy playing escape rooms and it's great for them to be involved as part of a larger family group. **WHERE A CHILD IS PLAYING AS PART OF A FAMILY GROUP WE HAVE A MINIMUM AGE POLICY OF 8. DUE TO INSURANCE PURPOSES, NO CHILD UNDER THE AGE OF 8 IS ALLOWED IN THE ESCAPE ROOMS, WHETHER THE CHILD IS PLAYING OR NOT.** The advertised age for each room recommends what age it is visually suitable for as some material may be inappropriate for those under that stated age. The age rating does not reflect the difficulty of the puzzles.

**8. FOOD AND DRINK ARE NOT PERMITTED IN THE ESCAPE ROOMS UNDER ANY CIRCUMSTANCE.**

**9. (CANCELLATION POLICY) IF YOU CANCEL.** It is difficult for us to re-fill a slot at short notice and for this reason, you must notify us at least 7 days before your booking to receive a full refund (A 3.7% administration fee will be applied to any alteration). If your cancellation falls outside the 7-day grace period no refund will be given but we will endeavour to rearrange your booking wherever possible to an off-peak time. But we cannot guarantee that it will be possible, in which case we reserve the right to cancel your booking without a refund.

If some of your group do not turn up we cannot offer partial refunds.

You are welcome to bring extra people to join your game as long as the total number of players does not exceed the room's maximum capacity. Extra players will need to pay £20 on arrival, not the advertised price. This is to cover extra administrative fees.

**WE OFFER NO REFUNDS OR RESCHEDULING OF ANY MATTER WITHIN 24 HOURS OF THE ALLOTTED TIME SLOT.**

**10. IF WE CANCEL** or need to reschedule your booking for any reason, we will use reasonable endeavours to notify you of this change. If we cancel, you will be offered a 100% refund without a cancellation fee or offer you an alternative date. Although we will use our best efforts to notify you of any changes it is your responsibility to ascertain whether your booking has been cancelled or rescheduled. We will advertise any changes or last-minute closures on our website and/or social media pages.

**11. LATE ARRIVALS** You must be exactly on time as stated on your ticket. We cannot accommodate you if you are early; if you arrive late this will reduce your game time. At 10 minutes past your booking time, your game master will start your game timer whether you are present or not. You are welcome to play any remaining time once you have completed the mandatory briefing. If you are more than 30 minutes late the game will be cancelled without a refund. For this reason, we advise you to plan to arrive 10 minutes ahead of your scheduled appointment time to allow for any delays. However, this does not mean we will be ready for you any earlier than your chosen appointment time.

**12. PLEASE DOUBLE-CHECK** how many tickets and the date and time you are purchasing when you make a reservation, it will be visible right before you make the payment. No exclusions from our cancellation policy will be made due to "bookings made by mistake".

**13. DUE TO THE NATURE OF THE GAME, NO RECORDINGS** or photos are to be taken inside the room, including the use of mobile phones, recording devices and cameras. The use of such devices is not permitted at any time. Charlotte Reffold trading as PaniQ Rooms expects visitors not to disclose details of the game directly or indirectly to the public.

**14. GIFT VOUCHERS** and bookings made with gift vouchers are subject to all PaniQ Rooms' terms and conditions. By proceeding with your booking you agree you have read and agree to the gift voucher terms and conditions explained on this web page - <https://paniqroomswales.co.uk/gift-vouchers/>

**BY PROCEEDING WITH PAYMENT AND MAKING A BOOKING YOU ARE ACCEPTING THESE TERMS AND CONDITIONS. YOU AGREE TO CONFORM TO ALL POINTS RAISED. YOU CERTIFY THAT YOU HAVE READ THIS DOCUMENT AND FULLY UNDERSTAND ITS CONTENT. YOU ARE AWARE THAT THIS IS A RELEASE OF LIABILITY AND MEDIA AUTHORISATION.** By making a booking, the lead name on the booking agrees on behalf of all participants attending that:

1. Each participant is aware they are attending and subsequently has read these terms and conditions and has the authority to and do agree to be bound by them.
2. You must read and share with each attendee the important information contained in your ticket, which you will receive in your confirmation email.
3. Each participant on the booking is over 18 years of age, anyone under this age will have to fill out a separate under-18 waiver, which you will receive in your confirmation email.
4. Each participant consents to our use of your information in accordance with our Privacy Policy.
5. All information given to us is true and accurate.

**Mae copi o'r ddogfen hon ar gael yn Gymraeg ar gais. / A copy of this document is available in Welsh on request.**