

Terms and Conditions

The website <http://xscapebangor.co.uk> is owned and operated by Xscape RoomsLtd. The company holds the right to amend or vary the terms and conditions below including any of the contents of this website from time to time at its sole discretion without prior notice.

1. GENERAL

1.1. Nothing in these terms and conditions is intended to affect your statutory rights.

1.2. The trade marks 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.

1.3. These terms and conditions and any contract concluded incorporating these terms and conditions shall be governed by Welsh law and all disputes shall be submitted to the exclusive jurisdiction of the Welsh courts.

1.4. The website may contain hyperlinks to third party websites . The operation of those websites is out of the company's control and you may use them at your own risk. The company accepts no liability for any damage arising out of any use of those websites.

1.5. The company collects and stores your personal details while it is necessary for your booking 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 General Data Protection Regulation (GDPR) (EU) 2016/679. Your data will be removed from our systems after three months unless we are given explicit permission to keep it.

1.6. Due to the nature of the game no recordings can be taken inside the room. That includes (without limitation) the use of mobile phones, recording devices (video and/or audio) and cameras. The use of such a device in the room is not permitted at any time.

1.7. The company expects visitors not to disclose any details of the game directly or indirectly to the public.

1.8. The company will not contact you with offers or promotions unless explicit permission is given.

1.9. The company is entitled to charge the guests for any damage which is intentional and/or caused by misuse of items.

1.10. While you are on our premises, you must ensure to conform to our rules & regulations, adopt proper standards of behaviour, and cooperate with our employees.

1.11. The company doesn't tolerate any kind of bullying or harassment towards its employees.

2. BOOKINGS

2.1. Only person(s) who are at least 18 years of age are permitted to book a Game.

2.2. If you need to cancel or reschedule a booking please contact us at hello@xscapebangor.co.uk at least 48 hours before your game is scheduled to take place. Please note that once you have booked a game with us it means that we have reserved time in our schedule exclusively for you. If you cancel your game less than 48 hours before, you will receive a half refund, if you cancel your game less than 24 hours before, you will receive no refund.

2.3. Any purchase on the website is only valid when processed by the company. You shall receive a confirmation once your booking is processed.

2.4. 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.

2.5. Bookings may not be transferred or resold for commercial purposes or at a premium. If a booking is transferred or resold in breach of this condition, the bearer of the booking or the person claiming the right to attend the event will be refused admission.

2.6. You are entirely responsible for entering your details correctly on the Online Booking Form.

2.7. A booking becomes a no-show and entry will be declined if the team is late by 15 minutes or more. In such a situation the money is not refundable and the booking is not changeable. If you do contact us within reasonable time with a genuine reasonable reason for you not attending then we will look at rescheduling.

2.8. Children under the age of 16 must be accompanied by an adult (over 18) in the escape room itself.

2.9. People under the influence of alcohol or drugs will be turned away and their game stated as a no-show with no refund.

3. PRICE AND PAYMENT

3.1. The price of a game is stated on the website under the booking section.

3.2. The price is set according to number of people within the same booking

3.4. We process all of our payments via an online payment processor called STRIPE

3.5. Full payment is required at the time of booking.

3.6. In case less people attending the event than it is booked for, the price difference will not be refunded.

3.7. If more people attending the game than it is booked for the price difference can be settled upon arrival to the event - up to the maximum capacity of the room.

4. CONTACT

4.1. If you need to contact the company you can do so using any of the following methods: Email: hello@xscapebangor.co.uk Telephone: 01248565346

5. SAFETY

5.1. 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. You certify that you understand that this activity has potential risks such as but not limited to:

Confined spaces

Anxiety

Stress

Moving objects

Physical activities

Bending over and looking under furniture.

People with conditions such as:

Heart problems

Lung problems

Asthma

PTSD

epilepsy

Anxiety disorder

Pregnant women

Are encouraged not to take part. If you do take part then you agree that this is at your own risk and Xscape Rooms Ltd will not be held liable to any health complications involved in your booking. You agree that any members of staff can intervene and choose not to allow a customer to participate due to any health problems.

The company is not liable for any (personal or equipment) damages caused by not following the rules described before the event and signage in the escape room.

5.2. Some parts of our games contain a physical element to them; each attendee will participate in the event at their own risk. The company is not liable for any (personal or equipment) damages caused.

5.3. People under influence of alcohol or drugs will be turned away and their game stated as no-show with no refund.

5.4. Drinks and food may not be brought into the event.

5.5. 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.

6. WEBSITE USE AND SECURITY

6.1 The terms and conditions apply to the use of the website by any visitor and should be read carefully before any use.

6.2. The company does its best to supply you with the most up to date and accurate information on the website.

6.3. The website is for your personal and non-commercial use. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer or sell any information obtained from this website without the written consent of the company.

6.4. You are not permitted to link to, or use all, or any part of the the website for any purpose which is fraudulent, unlawful, defamatory, harmful, obscene or objectionable.

6.5. You accept that the Internet is not fully secure. The company will take all appropriate steps to protect your information.

6.6. The company shall not be liable to any person for any direct or indirect, consequential or incidental damages, including (without limitation) lost profits or revenues, loss of opportunity, costs of replacement goods or services, loss or damage to data or business interruption, arising out of any use of the website.

7. PHOTOS

7.1. Photos of each team will be taken at the end of the game.

7.2. Photos of each teams will be stored on our server for a maximum of three months.

7.3. Photos will be uploaded to our social media channels unless a team notifies us otherwise, or a team includes a member under the age of 16.

7.4. If you would like your photo removed from any channel then please notify us of this either at the venue or via email - hello@xscapebangor.co.uk