

TERMS & CONDITIONS

Adventurerooms.ie is operated and owned by AdventureRooms Dublin Ltd. , 6 - 7 Little Britain Street, Dublin 7 & Green Street Dublin 7.

Vat number IE03410143NH

Public Liability Insurance Policy No: B0385-P-2016-00006

1. PRIVACY POLICY

1.1. We are committed to protecting your privacy.

1.2. AdventureRooms Dublin collects and stores your personal details without disclosing it to any third party and is dedicated to ensuring that the privacy of your personal information is protected.

1.3. AdventureRooms Dublin requests personal information as part of the booking process. Your e-mail address is used for sending notifications relating to the game and your booking. Your phone number is used in case AdventureRooms Dublin Ltd needs to contact you urgently. Your name is used for identification purposes when arriving for the game. Any additional information provided when making the booking is used for marketing purposes.

1.4. AdventureRooms Dublin requests payment information online to accept a deposit or Full payment where requested.

1.5. AdventureRooms Dublin requests e-mail addresses from game participants to ask for user feedback after the game is completed.

1.6. AdventureRooms Dublin may collect e-mail addresses for distributing newsletters and promotional material.

1.7. AdventureRooms Dublin will only share your name and booking details with our employees for operational and logistical purposes.

1.8. AdventureRooms Dublin uses a third-party vendors for handling booking and payment processes online. The booking process is handled by our online booking system, BookingBug. Our website financial transactions are handled through our payment services providers, PayPal and realex. Both parties have their own separate privacy policies:

<https://www.realexpayments.com/terms-conditions/>

https://www.paypal.com/en/webapps/mpp/ua/privacy-full?locale.x=en_EN

1.9. With your consent, AdventureRooms Dublin Ltd will take a photo of your team after the game and post the photo on our website, Facebook and/or other social media.

2. WEBSITE USE AND SECURITY

2.1 The website <http://www.adventurerooms.ie> is owned and operated by AdventureRooms Dublin Ltd. The company holds the right to amend or vary these Terms and Conditions including any of the contents of the website from time to time at its sole discretion without prior notice.

2.2 The hereinafter terms apply to the use by any visitor of the AdventureRooms.ie website and should be read carefully before any use.

2.3 AdventureRooms Dublin does its best to supply you with the most current and accurate information on its website.

2.4 The AdventureRooms Dublin 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.

2.5 You are not permitted to link to or use all or any part of the AdventureRooms Dublin Ltd

website for any purpose which is fraudulent, unlawful, defamatory, harmful, obscene or objectionable.

2.6 You accept that the Internet is not fully secure. AdventureRooms Dublin will take all appropriate steps to protect the security of any payment card information though AdventureRooms Dublin Ltd shall not be liable for any damages that you may suffer as a result of the loss of confidentiality of any such information. Online payments are being processed by PayPal and realex payments.

2.7 AdventureRooms Dublin Ltd 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.

3. GENERAL

3.1 Nothing in these Terms and Conditions is intended to affect your statutory rights.

3.2 The games are designed for teams of 2-7 people For the Original Swiss (standard mode) or 8-13 people (duel mode) per game. Or 2-7 people For the Black Queen (standard mode) or 8-14 people (duel mode).

3.3 AdventureRooms Dublin Ltd can accommodate a maximum of 2-50 players at any one time.

3.4 The trademarks and logos displayed on the website are the property of AdventureRooms Dublin. You are not permitted to use these without the prior written permission of AdventureRooms Dublin and you accept that any such use may constitute an infringement of the relevant proprietor's rights.

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

3.6 All the terms of any contract are included or assigned to within these terms and conditions.

3.7 AdventureRooms Dublin website may contain hyperlinks to third party websites. The operation of those websites is out of AdventureRooms Dublin control and you use them at your own risk.

3.8 Due to a limited reception area, AdventureRooms Dublin recommends teams to arrive on time, no earlier than 5 minutes and no later than the beginning time of the booking.

3.9 Due to the nature of the game, no photos or recordings may not be taken inside the room/rooms.

3.10 AdventureRooms Dublin Ltd expects visitors not to disclose any details or solutions of the game directly or indirectly to the public in any format.

3.11 AdventureRooms Dublin will not be responsible for loss of or damage to your personal belongings.

3.12 AdventureRooms Dublin is entitled to charge the guests for any damage which is intentional or caused by misuse of items.

3.13 AdventureRooms Dublin reserves the right to retain your credit card and/or debit card details and charge or debit such amounts as it shall in its sole discretion deem fit on the said card(s) to compensate or make good the loss, damage, costs or expenses incurred or suffered by AdventureRooms Dublin as a result of the aforesaid.

3.14 While you are on our premises, you must ensure to conform to our codes of conduct and game regulations, adopt proper standards of behaviour and cooperate with our employees having security responsibilities.

3.15 AdventureRooms Dublin will not tolerate any kind of bullying, Guests who are under the influence of alcohol and or harassment towards its employees. In this event, AdventureRooms Dublin staff reserves the right to suspend the game and/or deny entry or indeed stop a game.

4. BOOKINGS

4.1. Bookings must be made via the online booking system on AdventureRooms Dublin website.

Special booking and deposit arrangements may be made for parties, special events and team-building events via e-mail.

4.2. Only person(s) who are at least 16 years of age are permitted to book a Game.

4.3. It is your responsibility to check that any Game issued to you is accurate including time, date and game.

4.4. Any purchase of a Game is only valid when processed by AdventureRooms Dublin Ltd.

4.5. If you wish to transfer your Game(s) into someone else's name, you must contact AdventureRooms Dublin by email at least 1 week before the start of the game. AdventureRooms Dublin may refuse this facility.

4.6. Games may not be transferred or resold for commercial purposes or at a premium. If a Game is transferred or resold it is in breach of these conditions, the bearer of the Game or the person claiming the right to attend the event will be refused admission to the game.

4.7. You are entirely responsible for entering your details correctly in the Online Booking Form. By submitting an Online Booking Form you warrant to AdventureRooms Dublin that all details supplied by you are true and accurate.

4.8. You will receive the confirmation of your booking via email only. AdventureRooms Dublin does not send confirmation via post or text message.

4.9. A booking becomes a no-show and entry will be declined if the team is late by 10 minutes or more. In such a situation, the deposit or full payment made is non refundable and the booking is not changeable. The entire payment of the booking is owed to AdventureRooms Dublin Ltd.

4.10. The booking system is not owned by AdventureRooms Dublin. It is being provided by an external partner. AdventureRooms Dublin 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 booking system.

5. CANCELLATIONS AND CHANGES

5.1 Any changes to your booking should be sent by e-mailing AdventureRooms Dublin to info@adventurerooms.ie

It is possible to modify your booking up to **ONE WEEK** before your scheduled game time.

5.2 You will receive a full refund if your booking is cancelled more than **ONE WEEK** before your scheduled game time.

5.3 If your booking is cancelled at least **ONE WEEK** before your scheduled game, you will be refunded 100% of your deposit.

5.4 There will be no refunds of deposits on bookings that are cancelled less than **ONE WEEK** before the scheduled game time.

5.5 There will be no refunds for no-shows. In the case of less people attending the event than it is booked for, the price difference will not be refunded. Please note, only one reschedule is permitted per booking/bookings once outside the cancellation policy period.

5.5A. Due to the nature of live escape games, we ask that the cancellation policy is used with prudence.

5.6 If a group or member of a group is late for more than 10 minutes of the original time of your booking, the reservation becomes a no-show automatically and you will not be able to start your game.

5.7 Re-booking a new time slot will be at your own expense and according to current availability.

5.8 If AdventureRooms Dublin cannot run the game as scheduled due to technical, operational or other reasons, the booking will be cancelled. In this case, AdventureRooms Dublin will offer to re-

schedule the game. A full refund will be issued.

6. PRICES AND PAYMENTS

6.1 The price (including VAT) of a game is stated on the AdventureRooms Dublin website on the “Book now” page.

6.2 The price is set according to number of people in a room (2-7 persons in standard mode or 8-14 persons in a duel mode).

6.3 In the case of less people attending the event than it is booked for, the price difference will not be refunded. AdventureRooms Dublin recommends booking less people for a game than expected to avoid being charged for guest who do not wish to attend.

6.5 If more people are attending the game than it is booked for (up to 7 persons for standard mode and up to 14 persons for duel mode) the price per person may change slightly.

6.6 Full payment is required at the time of booking. PayPal, Visa and MasterCard cards are accepted.

6.7 Any outstanding amount is paid when you have completed the game. Visa and MasterCard cards are accepted to settle the outstanding amount.

6.8 We accept cash payments and or cheques.

7. GIFT VOUCHERS

7.1 Gift vouchers can be purchased online.

7.2 Gift vouchers are sent by post only at an additional charge.

7.3 When redeeming your gift voucher, Please make a booking online on the gift certificate page of our website.

7.4 The gift voucher must be presented when arriving for your game.

7.5 If the gift voucher cannot be presented for redemption, the entire payment of the booking is owed to AdventureRooms Dublin.

7.6 Gift vouchers cannot be partially used.

7.7 Gift vouchers cannot be redeemed for cash.

7.8 Gift vouchers are valid for one year from the time of purchase

7.9 It is not possible to extend the validity of an expired voucher.

7.10 It is not possible to replace any lost gift vouchers.

Please note: A gift cert may only be used to book one time slot and cannot be changed once a booking has been made using a gift certificate.

8. FORCE MAJEURE

8.1 Except where otherwise expressly stated in these terms and conditions, AdventureRooms Dublin regrets that we cannot accept liability or pay any compensation where the performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of “force majeure». In these terms and conditions, “force majeure» means any event which AdventureRooms Dublin cannot, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity or actual threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

9. SAFETY AND ENJOYMENT (RISK AND INDEMNITY)

9.1 At AdventureRooms Dublin we have made every effort to ensure that your experience is safe and enjoyable. However, all adult participants will be required to sign a waiver assuming all risks of participation in the game for both themselves and any minor children in their care.

9.2 Children under the age of 11 are not permitted to participate in AdventureRooms Dublin.

9.3 An adult must accompany children between the ages of 11 & 16 at all times while in the AdventureRooms Dublin.

9.4 Everyone under 18 must provide a consent form signed by their appointed guardians.

9.5 Each AdventureRooms Dublin player will receive instructions before their game by their

assigned Game Master. After learning the rules of the game, each player will participate in the game at their own risk.

9.6 AdventureRooms Dublin is not liable for any (personal or equipment) damages caused by game room misuse or not following the rules described before the game.

9.7 People under influence of alcohol or drugs will be turned away and their game stated as no-show. (full payment is due in this case)

9.8 AdventureRooms Dublin reserves the right to refuse entry without explanation.

9.9 Drinks and food may not be brought into the Game Rooms.

9.10 To be admitted you must confirm the full name of the booker and might be asked to confirm phone number and email address.

9.11 One adult can have a maximum of 5 children aged between 11 and 16 years of age under their supervision at the AdventureRooms Dublin at any one time.

9.12 While collecting and examining props and artefacts are part of the AdventureRooms experience, removing any object from the room, intentionally breaking or damaging and contents of the room is forbidden. Damage or removal of props or artefacts will result in an immediate replacement charge.

9.13 No photographs, video or sounds recordings in the room are permitted in any form.

9.14 AdventureRooms Dublin recommends customers to wear comfortable clothing for the duration of their game. We recommend flat shoes. High-heeled shoes are not recommended.

10. CONTACT

10.1 If you need to contact AdventureRooms Dublin you can do so using any of the following methods:

- Email: info@adventurerooms.ie

Post: AdventureRooms Dublin Ltd , 6-7 Little Britain Street, Dublin 7. Ireland.

Phone +353 18727927

Mobile 0877611808

Vat number IE03410143NH

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