

Terms & Conditions

This website is owned and operated by The Escape Hotel Entertainment Establishment. These terms and conditions govern your use of this website and enjoyment of the games, and by using this website you accept these terms and conditions in full. Your statutory Consumer Rights are unaffected.

Those who are under 12 years of age are not allowed to make a booking with The Escape Hotel Entertainment Establishment unless they are accompanied with an adult.

1. GOVERNING LAW

Your use of this website and the operation of these Terms and Conditions shall be governed by and construed in accordance with the laws and regulations of and applicable in Saudi Arabia.

2. DATA PROTECTION

Any personal information you supply to us when you use this website and make bookings will be used in accordance with our Privacy Policy.

3. ACCEPTABLE USE

You must not use this website in any way that causes, or may cause, damage to the website or impairment of the availability or accessibility of the Website; or in any way which is unlawful, illegal, fraudulent or harmful, or in connection with any unlawful, illegal, fraudulent or harmful purpose or activity.

4. CANCELLATION AND RE-BOOKING

As The Escape Hotel Entertainment Establishment games are live events. No-shows or refusal of entry are deemed to be a cancellation and will not be provided a refund.

No refunds shall be offered for cancellations or no shows.

If you have a booking reserved; you are required to give **48 hours' notice if you wish to change the reservation.**

Changes to a reservation will only be permitted once & within 30 days from the date of reservation, and are subject to written confirmation, by us, of the rescheduled booking date and time.

Same day bookings cannot be rescheduled to a later time.

5. LATE ARRIVALS

We ask you to arrive **20** minutes prior to your scheduled time. This is essential for everyone's experience. Please account for the traffic and parking in the area and plan accordingly.

If you are **10 - 30** minutes late the game time will be reduced.

If you are more than **30** minutes late the game can be cancelled.

We offer no refunds or rescheduling of any matter within 48 hours. We appreciate teams that call us on their way, but that, unfortunately, doesn't change anything.

6. PRIVATE EVENTS

All private events and school events sales are final.

Please, give us a **7** day notice if you'd like to reschedule. We cannot offer you a refund if someone from the group didn't show up regardless of the reason.

7. GAME PLAY

You understand that participation in the experience means you may interact with your environment but the game does not require the use of any excessive force or physical abilities such as but not limited to running, jumping, crawling or striking. You accept that deliberate, inappropriate or excessive use of force may result in the termination of the experience without refund and will make you liable for any damages or loss.

- Bringing mobile phones into the rooms is prohibited.
- The participant may encounter some of scary situations. The Establishment is NOT responsible for any medical condition that the participant may have.
- The participants must adhere to the allocated game time, attendance must be **20** minutes - minimum - before the reservation time; in case of any delay; time will be deducted from the original time.
- If any roles are violated the game will be ended and your payment will not be returned.
- Smoking is NOT allowed in all Establishment facilities.
- Alcohol and Drugs is NOT allowed. We reserve the right to refuse entry to the experience if you are reasonably suspected to be under the influence of drugs or alcohol.
- all rooms are monitored by CCTV. You consent to the use of video surveillance for the use of assistance within the experience, safety instructions or to make claims when necessary of damages to the property or facilities.

8. LIMITATION OF LIABILITY

You agree that you do not and will not have any right to bring any action against The Escape Hotel Entertainment Establishment, the directors, managers, shareholders or staff thereof with respect to the use of this Website and playing of The Escape Hotel Entertainment Establishment games.

9. DISCLAIMER OF WARRANTY

The Escape Hotel Entertainment Establishment provides this Website on an "as is" and "as available" basis and without any warranty or condition. We specifically disclaim all implied warranties of title, merchantability, fitness for a particular purpose and non- infringement, to the maximum extent that such disclaimers are held to be valid.

10. INDEMNIFICATION

The Escape Hotel Entertainment Establishment accepts no liability and are fully and effectively indemnified by the Client at all times against any liability which includes but is not limited to losses, costs, claims, demands, actions, damages, legal and other professional fees and expenses.

11. LINKS TO THIS WEBSITE

Any party wishing to link to this website is entitled to do so provided that the conditions below are observed:

(a) you do not seek to imply that we are endorsing the services or products of another party unless this has been agreed with us in writing;

(b) you do not misrepresent your relationship with this website; and

(c) the website from which you link to this Website does not contain offensive or otherwise controversial content or, content that infringes any intellectual property rights or other rights of a third party.

By linking to this Website in breach of the above you shall indemnify us for any loss or damage suffered by Us and this Website as a result of such linking.

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. The Escape Hotel Entertainment Establishment has no control over the contents of those sites or resources, and accept no responsibility for them or for any loss or damage that may arise from your use of them. When accessing a site via our website we advise you check their terms of use and privacy policies to ensure compliance and determine how they may use your information.