

FAQs



WHAT IS YOUR CANCELLATION POLICY & REFUND POLICY?

WE REQUIRE A DEPOSIT TO SECURE YOUR BOOKING, DEPOSITS ARE NON-REFUNDABLE AND TRANSFERABLE ONLY WITH 5 DAYS NOTICE BEFORE THE EVENT. COMPLETED CORPORATE INVOICES/PAYMENTS CAN BE DISPUTED AND REVIEWED WITHIN 10 BUSINESS DAYS OF THE EVENT DATE. WHILE WE REVIEW EVERY CASE, REFUNDS ARE NOT GUARANTEED.

DO YOU PROVIDE STORAGE FOR PERSONAL ITEMS?

WE HAVE LOCKERS ON-SITE TO ENSURE GUESTS BELONGINGS ARE SECURE DURING GAMEPLAY. WE ASK THAT PEOPLE PLACE THEIR CELL PHONES INTO THE LOCKERS DURING THE DURATION OF THEIR GAMES, THOUGH THERE ARE EXCEPTIONS TO THIS RULE (IE. PARENTS WITH CHILDREN, PEOPLE ON-CALL, ETC.) IN THESE CASES, WE JUST ASK PEOPLE STEP OUT OF THE ROOM IF THEY NEED TO USE THEIR PHONE.

IS EXCLUSIVE VENUE RENTAL AVAILABLE TO ENSURE PRIVACY?

YES. WE OFFER FULL-FACILITY OR SPECIFIC AREA RENTALS TO GUARANTEE ABSOLUTE PRIVACY FOR YOUR GROUP. ALTHOUGH LOCKER AREAS ARE SHARED, ALL OTHER EVENT SPACES CAN BE EXCLUSIVELY RESERVED. REACH OUT TO OUR BOOKING TEAM FOR DETAILS ON AVAILABILITY AND TAILORED PRICING TO SUIT YOUR PRIVACY REQUIREMENTS.

WHAT ARE THE AVAILABLE PAYMENT OPTIONS?

CLIENTS MAY **CHOOSE** TO SETTLE PAYMENTS BY **DEBIT, CASH, OR E-TRANSFER** AT NO ADDITIONAL COST.

ALTERNATIVELY, **VISA OR MASTERCARD** MAY BE USED AND ARE SUBJECT TO A **2.4% PROCESSING FEE**.

AMERICAN EXPRESS IS NOT ACCEPTED.

A **CREDIT CARD IS REQUIRED ON FILE** AS A SECURITY AUTHORIZATION. IF PAYMENT IS NOT RECEIVED BY THE SELECTED METHOD WITHIN THE AGREED TIMELINE, **THE CREDIT CARD ON FILE WILL BE CHARGED AUTOMATICALLY**, INCLUDING APPLICABLE FEES.

ARE THERE WAIVERS REQUIRED FOR THIS ESCAPE ROOM?

YES! EVERYONE HAS TO SIGN A WAIVER. FOR LARGER GROUPS, WE WILL SEND OUT A LINK TO OUR WAIVER PRIOR TO YOUR EVENT TO ENSURE EVERYONE CAN FILL IT OUT BEFORE ARRIVING AT THEIR SCHEDULED EVENT.

FAQs



CAN I BRING OUTSIDE FOOD TO MY EVENT?

NO, WE ASK THAT YOU DO NOT BRING OUTSIDE FOOD TO THE EVENT. WE WORK HARD TO PROVIDE A QUALITY CATERING EXPERIENCE FOR OUR GUESTS. OUR CATERING GUIDE FEATURES OPTIONS THAT ACCOMMODATE DIFFERENT DIETARY RESTRICTIONS TO ENSURE ALL GUESTS ARE ABLE TO ENJOY A CATERED EXPERIENCE ALONGSIDE THEIR GROUP.

ARE YOUR ESCAPE ROOMS SUITABLE FOR PARTICIPANTS OF VARYING SKILL LEVELS AND AGES?

YES. OUR THOUGHTFULLY DESIGNED ROOMS OFFER ENGAGING EXPERIENCES FOR EVERYONE—FROM FIRST-TIMERS TO ESCAPE ROOM VETERANS. WE CAN CUSTOMIZE PUZZLE DIFFICULTY AND PROVIDE **UNLIMITED CLUES** TO ENSURE EVERY PARTICIPANT HAS A REWARDING AND ENJOYABLE EXPERIENCE, REGARDLESS OF AGE OR EXPERIENCE LEVEL.

CAN YOUR CATERING ACCOMMODATE SPECIFIC DIETARY RESTRICTIONS?

ABSOLUTELY! OUR CATERING PARTNERS OFFER AN EXTENSIVE SELECTION OF DISHES, INCLUDING VEGAN, GLUTEN-FREE, HALAL, AND ALLERGY-CONSCIOUS CHOICES. PLEASE LET OUR TEAM KNOW YOUR DIETARY NEEDS, AND WE'LL ENSURE YOUR MENU CATERS TO ALL ATTENDEES.