

TERMS & CONDITIONS



Opening a new business during a national pandemic has come with its challenges so we're doing everything we can to make sure we keep our staff and customers as safe as possible as we open Courtyard Escapes to the public.

To help us do that, we ask that you follow our COVID-19 guidance.

- Your data (including your name, email, contact number and date of visit) may be shared with the Track and Trace system. We ask that you help us support this system to keep everyone visiting Courtyard Escapes safe.
- We ask that you continue to wear a face mask throughout your time with us.
- We ask that you maintain social distancing when possible outside of your party group.
- If anyone from your party are displaying COVID-19 symptoms, please DO NOT attend your booking slot. Your experience will be rescheduled for free (please contact us to arrange prior to your planned visiting time).
- Please make use of the hand washing facilities and hand sanitiser at regular intervals during your visit.
- Arrive for your booking at your allotted slot. If you arrive too early, you may be asked to wait outside.
- Failure to adhere to our COVID-19 procedures entitles us the right to cancel your booking with no refund or credit due to you. You could be refused entry or be asked to leave the venue.

Making a booking

A booking made on behalf of a group of people will require consent from all players. All players will be asked to sign a safety waiver before entering their game. The person making the booking must ensure they have read and understood these T&Cs before completing the booking, and that person will be the 'lead name' for the purposes of the booking. The lead name must be over the age of 16 and will be responsible for paying the upfront total cost of the booking.

A booking is made when you receive a booking confirmation email from the website. An order request made through the website does not mean your booking has been confirmed. You will receive a separate email when we have accepted the request. We reserve the right to return your booking money and decline to issue confirmation at our discretion. A contract will exist between both parties when we issue a confirmation email and if at that point, you believe there to be an error with the booking, you must notify us immediately. Failure to do so may harm your rights. If additional members are to be added later, it is the responsibility of the lead name to ensure they have read and agreed to these T&Cs and that Courtyard Escapes are in receipt of all relevant information relating to the booking.

When making a booking, you are automatically agreeing to us storing your contact details for marketing purposes. This information will not be sold/given out to other companies but will be used to allow us to contact you with future deals/offers at Courtyard Escapes. To opt out of this, simply follow the opt-out instructions at the bottom of any marketing materials and your information will be deleted from the database.

If you are intoxicated when you arrive at Courtyard Escapes, you will be asked to leave and will not be refunded.

Special Requests

We'd love to welcome special requests at Courtyard Escapes. If we can do anything to make your experience more enjoyable, please do not hesitate to ask. Although we will do our absolute best to meet any special requests, we cannot promise that any requests will be undertaken unless they've been specifically confirmed in writing from Courtyard Escapes. Failure to meet any special requests will not be a breach of contract on our part unless the request has been specifically confirmed. We do not accept a booking based on a special request being met.

Additional Needs

If you or any member of your party has any medical problem or disability that may affect the booking arrangements for your party, please inform us before you make your booking. We will advise whether the booking request is suitable and whether we are able to meet the needs of the required arrangements before payment is made. We may ask you to provide a medical certificate to confirm that you're able to play the game before arriving at the venue. Understandably, if we are unable to accommodate the person(s) concerned, we will not confirm the booking request and if you failed to inform of us of full details at the time of booking, we reserve the right to cancel and impose applicable cancellation charges.

Gift Vouchers

Gift vouchers and bookings made with gift vouchers are subject to all Courtyard Escapes Terms and Conditions. All gift vouchers have an expiry date. Expired vouchers may be extended for a further 6 months for an additional £20.

Gift vouchers have no monetary value and can only be exchanged for a booking to the value of the voucher or higher. In the instance a voucher is a part payment for a booking, the remaining amount must be paid in advance of your booking.

Bookings with gift vouchers are subject to availability and must be redeemed on the website when making the booking using the code on the voucher.

www.courtyardescapes.co.uk

Age Restrictions

Archibald's Legacy – This game is not suitable for players under 12 years of age. Under 16's must be accompanied by an adult. The adult must be a paying member of the party and the group size must not exceed 6.

Chocolate Fix – This game is not suitable for players under 7 years of age. Under 16's must be accompanied by an adult and the adult must be a paying member of the party. The group size must not exceed 6.

The safety and wellbeing of all persons at our premises will be at the discretion of our staff.

Changes in Price

We reserve the right to amend the price of booking the rooms at any time. Once a booking has been confirmed, the price will not change.

If you amend a confirmed booking

If you wish to amend a confirmed booking at any stage, you must inform us in writing. This must be done by the lead name and whilst we will do our best to help, we cannot guarantee any changes can be accommodated. Where we can meet your request, we reserve the right at our discretion to charge you an administration fee of £5pp per change as well as any applicable rate change or extra costs incurred by Courtyard escapes to facilitate the change. Where we are unable to assist with the alteration and you no longer wish to proceed with the original booking, we will treat this as a cancellation by you and you may be charged a cancellation fee of £10pp.

If You Cancel a confirmed booking

If you or any other member of your party cancels a confirmed booking, you must notify us by calling us. No refunds will be given for bookings that are cancelled including gift vouchers and bookings made with gift vouchers. If you'd like to rearrange a confirmed booking, you must inform us at least 7 days before the date of the original booking. We will try to rearrange your booking wherever possible for a fee of £10. Where this is not possible, we reserve the right to cancel your booking without a refund. If your party decides to rearrange within 7 days of the original booking, then no refunds will be given.

If We Cancel or Amend

The planning for games at Courtyard Escapes are put together in good faith in advance of the day, and we must, in advance reserve the right to make amendments and correct any event error before or after your booking has been

confirmed. Where these changes are made, we will make contact with the lead name player at the earliest opportunity. We do reserve the right in any circumstance to cancel your booking. If your game cannot be rearranged, we regret in these instances we will be unable to make any refunds, pay you compensation or meet any costs incurred by yourself as a result.

Our expectations of you

We want everyone who visits Courtyard Escapes to have an enjoyable experience. We therefore ask you to remember that you are responsible for your actions and the effect they may have on others visiting the venue. If we believe your actions could cause distress or upset to other customers or staff, or damage to the building or contents, or that you're unable to responsibly and respectfully participate in the game experience, we may prevent you from continuing with your booking.

Anything that is broken or removed from the game during play, as well as any damage that forces Courtyard Escapes to close for any length of time will be charges to the group and split between all players registered to the game.

You are responsible for your own timekeeping. If you do not arrive on time we reserve the right to cancel your booking.

Safety

Upon arrival, you must confirm the full name of the booker and may be asked to confirm the phone number and/or the email address that the confirmation was sent to.

Courtyard Escapes is not liable for any damages caused by not following the rules set out by staff before the beginning of the game.

Food and drinks may not be brought into the game zone but can be purchased and enjoyed upstairs in the lobby area.

Legality

The booking conditions and any agreement to which they apply are governed in all respects by English law. Any disputes claim or other matters will be dealt with by the Courts of England and Wales only.

