

Terms And Conditions

Hey there! Welcome to our Terms and Conditions page. We know how overwhelming these pages can be and have done our best to explain everything in language that is easy to read and understand. In these terms and conditions, “we”, “us” and “our” refers to Esc Rooms (Pty) Ltd.

Acknowledgement

By booking one of our escape rooms, you’re agreeing to the terms and conditions that we’ve laid out on this page and are confirming that you are above the age of 18 years and therefore old enough to make such a booking. Children are welcome at their parents’ discretion. For *The Attic* and *The Egyptian Tomb* escape rooms, at least one paying adult must accompany anyone under the age of 13. All players are required to sign a waiver before participating in our escape rooms. Players under the age of 18 will need an adult to sign their waiver.

Links to Other Websites

We take your privacy very seriously and want you to feel comfortable and safe using and accessing our services. As such, we’ll only collect the information that we need in order to provide you with our services. However, we acknowledge that parts of our service may contain links to other third-party websites and services that are not controlled by or owned by us. As a result of this, we have no control over, and assume no responsibility, for the content, privacy policies, or practices of any of these third-party websites and services. By making use of our services, you

acknowledge your understanding of this and absolve us of any responsibility and liability, whether directly or indirectly, for any or loss caused, or allegedly caused, by or in connection with the use of or reliance on any such content, goods, or services available on or through any such services or websites.

'AS IS' and 'AS AVAILABLE' Disclaimer

We can't guarantee that our services will always work perfectly. We also can't promise that it will be uninterrupted or error-free, or that all of the information provided on it will be accurate and up-to-date, nor that our servers, content, or emails will be free of malware, or other harmful components. By utilising our services, you accept and understand this.

Limitation of Liability

You enter our premises at your own risk. We shall not be held responsible for any death, losses, damages or injuries you may experience.

Cancellations and Refunds

Bookings are non-refundable and cancellations are not permitted. Please ensure that you have the correct details before making your booking. Rescheduling may be permitted at least 48 hours before the game at our discretion. If fewer people arrive for the game than the number booked and paid for, the difference will not be refunded. If you arrive more than 15 minutes late, your entry may be declined and in such situations, your booking will not be refunded.

Our Escape Rooms

Some terms and conditions are due to the nature of our business. While you agree to be recorded via CCTV cameras, no personal recording equipment is allowed in our escape rooms and no details of the rooms may be shared with the public. You may not bring any food or beverages into our escape rooms, and we reserve the right to charge you for any intentional damage caused in or to our rooms. People under the influence of alcohol or drugs may be turned away and not refunded.

Termination

We reserve the right to terminate or suspend your access immediately, without prior notice or liability, for any reason whatsoever, without limitation. This includes you being in breach of these terms and conditions. Upon termination, your right to our services will cease immediately.

Translation Interpretation

We have made these terms and conditions available to you in English. Please note that they may have been translated, and that by continuing your use of our services, you acknowledge and understand this.

Changes to these Terms and Conditions

We also reserve the right to amend, or alter, these terms and conditions at any given moment, at our sole discretion. While we'll do our best to provide you with at least 30 days' notice before putting the new terms and conditions into effect, if it is an important adjustment.

Your use of our services after any revisions come into play, means you agree to be bound by the amended terms and conditions. However, should you not agree, whether in whole or in part, to these new terms, we ask that you please discontinue your use of our services and website.

Contact Us

If you have any questions about our terms and conditions, please feel free to contact us via email at info@escrooms.co.za.