

This document contains the terms and conditions that apply to everyone who participates in the activities of Escape Room Zandvoort. Nothing in these terms is intended to affect your statutory rights. Making a reservation and thereby participating in the games and activities of Escape Room Zandvoort is only possible if you agree to the terms and conditions. This can be done by “ticking” the box during the reservation process and thereby agree to the terms and conditions.

#### **Entrance/door policy**

Escape Room Zandvoort has no “open door” policy. The confirmation email you receive after your reservation shows a unique code. This is the code you need to enter Escape Room Zandvoort. If you and your fellow players do not intend to arrive at the same time it is very important to inform your fellow players about this code!

#### **Start time**

The time shown in the confirmation of your reservation is excluding the time needed for instructions to be given to you and your team. Therefore we request you to arrive 15 minutes before the game is due to start. If the whole team is not present at the start time of your game, the missing player(s) will not be allowed to participate in the game. In this scenario no recompense will be provided. The Waiting area at Escape Room Zandvoort is quite limited. If the waiting area is extremely crowded it is a possibility that, in case of your early arrival, we may ask you to come back at your allocated time.

#### **Legitimation**

To be admitted to Escape Room Zandvoort we might ask the person who made the reservation for proof of identity to confirm his/her full name.

#### **Drugs, alcohol and safety**

An escape room is not suitable to play under the influence of drugs or alcohol. Therefore, people who are under the influence of drugs and/or alcohol will not be granted access to Escape Room Zandvoort.

#### **Inappropriate behavior**

Escape Room Zandvoort does not accept harassing or abusive behavior towards its employees. Anyone who is guilty of disturbing public order, hooliganism and/or wanton destruction of property of Escape Room Zandvoort will be immediately removed from the premises. The police can be notified. In case of removal no refund will be provided. Any damages will at all times be recovered from the responsible person/group.

#### **Safety**

For safety reasons camera images are made at every game and in the general areas. To make the game run smoothly you will be monitored during the game by cameras (including sound). This also makes it possible at any time, in case of calamity occurs, to open the door. All camera images are stored for a week and then deleted for privacy reasons. In case of theft, intentionally causing damage or wanton destruction, we will immediately report to the police. Damages will at all times be recovered from the responsible person/group.

#### **Privacy, promotion and social media**

Escape Room Zandvoort preserves and protects personal data without providing it to third parties. However, we can approach you later on for offers and promotions. Escape Room Zandvoort also reserves the right, without permission, to use photographic and/or other images for promotional purposes.

#### **Mobile phones and cameras**

The use of mobile phones and/or cameras during the game is not allowed. If you are found to be using such devices, the game will be ended immediately.

#### **Secrecy**

Escape Room Zandvoort understands that participants like to share their enthusiasm with others after the game. Participants are kindly but strongly requested to respect our confidentiality and disclose no further details about the game or any other information about Escape Room Zandvoort in public or to third parties.

#### **Food and drinks**

Escape Room Zandvoort offers non-alcoholic beverages and light snacks. Consumption of any items not offered by Escape Room Zandvoort is not permitted.

#### **Liability**

Escape Room Zandvoort does not take any responsibility for theft and/or damage to personal property. We provide lockers to store your mobile phones, bags, jackets, etc.

**Own risk**

Participation in the activities at Escape Room Zandvoort is at your own risk. Possibly injury and/or material damage incurred during a visit to Escape Room Zandvoort or any of its other activities can not be recovered from the company.

**Instructions**

Instructions and directions of the staff should always be followed. We hereby count on your full cooperation. If this is not the case then the staff of Escape Room Zandvoort has the right to remove the participant(s) from the premises.

**Damage and theft**

Escape Room Zandvoort reserves the right to recover any damage to its property on the perpetrator. In case of theft, the police will be involved.

**Disclaimer**

The website [www.escaperoomzandvoort.nl](http://www.escaperoomzandvoort.nl) is owned by Escape Room Zandvoort. The website has been compiled with the utmost care. Escape Room Zandvoort can alter information, such as prices and availability, at any time. We can therefore not guarantee that all the information will be accurate and without errors, and we cannot be held responsible for errors or inaccuracies in the information provided. You should always check the information provided before acting on the basis of this information.

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**Applicable law and disputes**

Dutch law applies to our terms and conditions.