



Terms and Conditions

The following terms and conditions ("T&Cs") apply to all experiences at LevelUp Escapes LTD.

By purchasing a ticket, you ("Ticket Holder") agree to be bound by these T&Cs. LevelUp Escapes LTD and its employees shall not be liable for any death, personal injury, loss, or damage caused while in the venue, location, or place related to LevelUp Escapes. Additionally, they are not liable for any claims, refunds, or exchanges for any reason, including cancellation or postponement of the LevelUp Escapes Ltd experience. Refunds or rescheduling are at the discretion of LevelUp Escapes management. Tickets are sold subject to the following conditions:

1. General Information

1.1 Company Name: LevelUp Escapes LTD

1.2 Registered Address: Unit SU33, Middle Mall, Darwin Shopping Centre, Shrewsbury, SY1 1BW

1.3 Website: <http://www.levelupescapes.com>

1.4 Contact Information:

- Email: help@levelupescapes.com
- Phone: 01743 630165

2. Bookings and Payments

2.1 Booking Methods:

Bookings can be made online, over the phone, or in-store.

2.2 Team Sizes:

- Mission: Abducted: Up to 8 players
- Mystery Manor: 6 players (8 players on request)
- Operation Overload: 6 players
- Snowbound Express: 6 players (7 players on request)

2.3 Age Restrictions:

- Players aged 15+ can play without an adult.
- Players under 15 must be accompanied by a full-paying adult.
- Minimum recommended age is 6 (not strictly enforced).

2.4 Cancellations and Rescheduling

- Cancellations: No refunds are given once a booking is made.
- Rescheduling:
 - No charge if more than 7 days' notice is provided.
 - £30 rescheduling fee for changes made with at least 72 hours' notice.
 - Rescheduling is not possible with less than 72 hours' notice.

2.5 Payment Policy:

Payment must be made in full at the time of booking.

2.6 Corporate Bookings:

Corporate bookings can be arranged by contacting teambuilding@levelupescapes.com. Separate payment terms may apply.

2.7 Late Arrivals:

- Late by more than 5 minutes: Experience time will be reduced.
- Late by more than 15 minutes: Booking will be considered a no-show, with no refund provided.

3. Game Rules and Venue Conduct

3.1 Food and Drinks:

No food is allowed. Drinks with a sealed lid may be permitted at the Game Master's discretion.

3.2 Photos and Recordings:

- Photos are allowed but video recording is prohibited.
- Any misuse of photos for copyright infringement will result in legal action.

3.3 Property Damage:

No force should be used during games. Guests are liable for damages caused, charged as follows:

- Minor Damage: £30 (plus VAT)
- Moderate Damage: £60 (plus VAT)
- Major Damage: £150 (plus VAT)

3.4 Alcohol and Drugs:

- Guests under the influence of drugs are not permitted.
- Moderate alcohol consumption is acceptable, but entry is at the Game Master's discretion.

3.5 Behavioral Policy:

Zero tolerance for abusive behavior towards staff. Offenders will be removed and banned from all LevelUp Escapes attractions.

4. Health and Safety

4.1 Physical Requirements:

- Operation Overload requires climbing and is unsuitable for those with reduced mobility.
- Snowbound Express features climbing, a confined space, and a water feature. Guests are responsible for following health and safety instructions.

4.2 CCTV:

CCTV recording is in use and retained for 30 days.

5. Privacy and Data Protection

5.1 Data Collection:

Personal data (e.g., names, emails, payment details) is collected to manage bookings.

5.2 Marketing Consent:

Marketing emails will only be sent with written consent.

5.3 Photos and Social Media:

- A free team photo will be offered at the end of the game.
- Photos may be shared on social media for promotional purposes. Guests can opt out of photos or their use by informing their Game Master.

6. Special Offers and Gift Vouchers

6.1 Gift Vouchers:

- Valid for 1 year from purchase.
- Non-refundable and hold no cash value.

6.2 Discounts:

Discounts are at the discretion of LevelUp Escapes management.

7. Force Majeure and Liability

7.1 Force Majeure:

LevelUp Escapes LTD is not liable for disruptions caused by events outside its control (e.g., natural disasters, power outages).

7.2 Liability Disclaimer:

LevelUp Escapes is not liable for personal injuries, damages to belongings, or costs incurred due to the disregard of health and safety instructions.

8. Upon Arrival

8.1 Arrival Times:

Guests should arrive 15 minutes before their booking to ensure a smooth experience.

8.2 Extra Players:

Additional players beyond the booking must be approved and paid for on arrival, subject to game capacity.

8.3 Accessibility:

Advance notice is required to accommodate mobility challenges or other needs.

9. Photos and Marketing

9.1 Photo Consent:

By booking, guests agree to team photos being taken and shared on social media. Guests may opt out at any time.

9.2 Photo Removal:

Guests can request photo removal by contacting their Game Master or emailing help@levelupescapes.com.