



## **LevelUp Escapes - Terms and Conditions**

### **1. About These Terms**

1.1 These terms set out the basis on which LevelUp Escapes LTD ("we", "our", or "us") provides both physical goods and escape room experiences ("products" or "services") to you, the customer ("you" or "customer").

1.2 By making a booking or purchasing a product, you agree to be bound by these terms. If you believe there is a mistake or require clarification, please contact us before your experience or purchase.

### **2. Who We Are & How to Contact Us**

2.1 **Company Name:** LevelUp Escapes LTD

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

2.3 **Company Number:** 13557693

2.4 **VAT Number:** 447174285

2.5 **Website:** [www.levelupescapes.com](http://www.levelupescapes.com)

2.6 **Email:** [help@levelupescapes.com](mailto:help@levelupescapes.com)

2.7 **Phone:** 01743 630165

### **3. Booking and Acceptance**

3.1 Your booking is confirmed once payment is received and a confirmation email is issued. A contract is then formed between you and LevelUp Escapes LTD.

3.2 If we are unable to accept your booking (e.g. due to technical issues, capacity limits, or errors), we will notify you and issue a full refund.

3.3 It is your responsibility to arrive on time and to ensure all members of your group understand and agree to these terms.



## 4. Game Experience Policies

4.1 **Arrival:** Please arrive no more than 5 minutes before your scheduled session.

- More than 5 minutes late: session time will be reduced accordingly.
- More than 15 minutes late: the session will be cancelled with no refund.

### 4.2 Group Sizes:

- *Mission: Abducted:* up to 8 players
- *Mystery Manor:* 6 players (7 on request)
- *Operation Overload:* up to 6 players
- *Shrewsbury Express:* up to 8 players

### 4.3 Age Policy:

- Players under 15 must be accompanied by a full-paying adult.
- Minimum recommended age is 6.
- Adults are responsible for the behaviour of under-18s.

4.4 **Accessibility:** Please contact us in advance so we can do our best to accommodate access needs.

### 4.5 Health & Safety Notices:

- *Operation Overload* involves climbing and may not be suitable for reduced mobility.



- *Shrewsbury Express* includes climbing, confined spaces, and water elements. Follow all health and safety instructions from staff.

## **5. Cancellations & Changes**

**5.1 Cancellations:** All bookings are non-refundable.

### **5.2 Rescheduling:**

- More than 7 days' notice: free of charge
- 72 hours–7 days' notice: £30 rescheduling fee
- Less than 72 hours' notice: rescheduling not available

### **5.3 Changes to Player Numbers:**

- Additional players: allowed on arrival if space permits; extra charges apply.
- Reducing player numbers: no refunds once the booking is confirmed.

**5.4 Corporate Bookings:** May be subject to separate cancellation or payment terms. Contact [teambuilding@levelupescapes.com](mailto:teambuilding@levelupescapes.com) for details.



## **6. Behaviour & Conduct**

### **6.1 Alcohol & Drugs:**

- Anyone under the influence of drugs will be refused entry.
- Moderate alcohol consumption is tolerated, but participation is at staff discretion.

### **6.2 Abuse & Misconduct:**

- We operate a zero-tolerance policy on abusive or threatening behaviour.
- This includes damage to property, verbal abuse, intoxication, or disruptive conduct.
- Offenders may be removed without refund and banned from future bookings.

### **6.3 Property Damage Fees:**

Guests will be charged for any intentional or reckless damage:

- Minor damage: £30
- Moderate damage: £60
- Major damage: £150 or the full cost of repair (whichever is greater)

## **7. Photos, CCTV & Social Media**

### **7.1 Photography:**

- Photos may be taken at the end of your experience for promotional use.
- You can opt out at any time by informing your Game Master.



### **7.2 Photo Removal Requests:**

Contact [help@levelupescapes.com](mailto:help@levelupescapes.com) if you wish for your photos to be removed from our social channels or website.

### **7.3 CCTV:**

In-game areas are monitored by CCTV for safety and training. Footage is held for 30 days.

## **8. Liability & Force Majeure**

8.1 We do not accept liability for loss or damage to personal property while on-site.

8.2 We do not accept responsibility for injury or illness caused by failure to follow safety instructions. However, nothing in these terms excludes liability for death or injury caused by our negligence.

8.3 We are not liable for any disruption or cancellation due to events outside our control (e.g. flooding, fire, electrical failure). In such cases, we will contact you to discuss rescheduling or refund options.

## **9. Payment Terms**

9.1 Full payment is required at the time of booking unless otherwise agreed (e.g. for corporate events).

9.2 We accept all major credit/debit cards via our website or in-store.



## 10. Gift Vouchers & Promotions

### 10.1 Gift Vouchers:

- Valid for 12 months from purchase
- Non-refundable and non-exchangeable for cash
- Bookings made using gift vouchers are subject to standard cancellation and rescheduling terms

### 10.2 Promotions & Discounts:

Offered at our discretion and may be withdrawn at any time. Discounts must be applied at the time of booking.

## 11. Your Rights

11.1 If you are a consumer, you are entitled to certain legal rights under the Consumer Rights Act 2015 and Consumer Contracts Regulations 2013.

11.2 Please note that leisure bookings for specific dates are **exempt from the right to cancel within 14 days**, unless otherwise agreed.

11.3 For physical goods (e.g. merchandise or play-at-home games), you may cancel within 14 days if unused and return them for a full refund. Return postage costs apply unless the item is faulty.

## 12. Privacy & Data

12.1 We process your personal data in accordance with UK GDPR and our Privacy Policy (available on our website).

12.2 We do not sell your data to third parties. You will only receive marketing emails if you've opted in.



### **13. Legal Stuff**

13.1 These terms are governed by English law.

13.2 You may bring legal proceedings in the courts of England and Wales. If you live in Scotland or Northern Ireland, you may also bring proceedings in your local courts.

13.3 If any part of these terms is found unlawful, the rest remain in full force.

13.4 We may transfer our rights under these terms, but this won't affect your rights as a customer.