

# FREQUENTLY ASKED QUESTIONS

## **Q: What is your Cancellation/Rescheduling Policy?**

A: All events must be canceled at least 24-hours in advance of their scheduled time to receive a refund. If you made a same-day booking, you have 2-hours from the booking time to cancel the event to receive a refund. Any booking canceled the day-of may either receive 50% back per ticket or receive a voucher to reschedule.

## **Q: What is your Late Policy?**

A: Your booked Escape Room begins at the time you've scheduled for. If you arrive after the scheduled time, you are more than welcome to use the remaining time for your room.

## **Q: How old do I have to be to play?**

A: The minimum age limit is 9 years old and players must be accompanied by an adult.

## **Q: When can I schedule a game?**

A: Games must be booked at least an hour in advance or rescheduled 24 hours in advance. You must arrive and check in 15 minutes prior to your booking time to ensure you get the full hour in your room.

## **Q: What if we don't fill all the slots for a room?**

A: All rooms have a 4-person minimum. The maximum for a room is 8 people so the rooms will be shared to accommodate the capacity unless the room is paid in full for a private game.

## **Q: What happens if we can't solve any of the puzzles?**

A: During your game, you can ask for clues from the Game Master, so don't panic if you get stuck!

## **Q: Can I take pictures inside the room?**

A: Photographs and video recording are not allowed in the rooms. We put a lot of time and effort into the design and construction of our rooms, so we don't want to spoil anything for players who haven't gone yet.

## **Q: How long does an escape room last?**

A: You have an hour to complete the mission and escape the room. But be prepared to spend an additional 15 minutes after the game for debriefing and pictures.

