



Escape Room Policy

Age Policy

We welcome players of various ages, but for safety and suitability, the following rules apply:

- Ages 16–17: May participate without an adult on site, provided emergency contact details are emailed to us in advance.
- Ages 12–15: Must be accompanied by an adult who remains on-site throughout the experience. We will provide a 20-minute grace period and if necessary, the adult will be asked to enter the room to help guide the group.
- Under 12 years old: Must be accompanied inside the escape room by an adult. We recommend one adult per four children. If they are playing Challenge Chambers split across both rooms there must be an adult per room.

Behaviour Policy

All children will receive a clear behavioural and safety briefing before entering the escape room. This will outline the rules, appropriate conduct, and what is expected during the experience. If any child fails to follow the rules outlined during the briefing or engages in behaviour that:

- Poses a risk to themselves or others
- Damages or misuses props, furniture, or fixtures
- Disrespects staff or other players

We maintain a strict zero-tolerance policy for disruptive, unsafe, or damaging behaviour and if they partake in any of this behaviour they will be immediately removed from the room. No refund will be issued under these circumstances.

Group Supervision & Behaviour Policy

To ensure a safe and enjoyable experience for all guests, our team will monitor groups via CCTV throughout their visit.

We maintain a zero-tolerance policy towards disruptive or inappropriate behaviour.

- For groups with members aged 12–15, a supervising adult must remain on-site. If the group is not behaving appropriately, the adult may be asked to join the group or assist with managing behaviour.
- For groups aged 16 and over without an adult present, any misconduct, including destructive or reckless behaviour, will result in the immediate removal of the group from the premises.

Please note: No refunds will be issued in cases where a group is removed due to breach of conduct.

