

## **ARRIVAL POLICY**

Due to the nature of escape games, it is very common for reservations to be scheduled back-to-back

throughout the evening. To help us stay on schedule and ensure every team receives the full experience,

we ask that all members of your party arrive 10–15 minutes prior to your scheduled game time. This allows time for guests to use the restroom, store personal belongings in lockers, and complete the game briefing with their Game Master before the experience begins.

If all members of the party have not arrived by the scheduled start time, players who are present will be

placed into the room at the scheduled time, and late-arriving guests will be added to the game upon arrival.

If the group chooses to wait for late-arriving members before entering the room, the Game Master will

apply the appropriate late-start policy based on the specific situation and scheduling availability.

## **LATE POLICY**

We will do our best to accommodate you if you are running behind for some reason.

\*\*\*It is possible to be admitted to the room after the scheduled start time of your session but we do, most times, have games booked back to back so we unfortunately can't guarantee this. \*\*\*

If you arrive up to 15 minutes past of the start time of your scheduled game, and the schedule allows

for it, we will still put you through your game fully.

If you arrive up to 15 minutes past of the start time of your scheduled game and games for that day are

booked back to back, you will be given the option to reschedule or play an abbreviated game.

If you arrive more than 15 minutes past the start of your game, it is most likely you will be required to

reschedule for a different day/time.

If you do miss the start of your game and it is impossible to accommodate a late start, we will credit

your ticket cost towards a future game or process a refund minus a \$25 booking/staffing fee.