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**ClueHQ**  
THE LIVE ESCAPE GAME  
— BRENTWOOD —



# Terms and Conditions

Last Update: 24<sup>th</sup> November 2014

Clue HQ Brentwood,  
Barracks 1, Highash Wood,  
Off Kelvedon Hall Lane,  
Kelvedon Hatch, Near Brentwood  
Essex, CM14 5TL  
Tel: 07494 499379



## TERMS AND CONDITIONS

<b>1.0</b>	<b>Terms of Participation</b>
1.1.	<i>Clue HQ Brentwood (CHQB)</i>
1.2.	All persons participating at CHQB are admitted subject to the following game rules.
1.3.	Whilst participating all guests must comply with instructions given to them by the games hosts.
1.4.	Any persons not complying with these rules may be removed from the session, without refund.
1.5.	Tickets are priced per single. There are no adult/child tickets available.
1.6.	Those aged 10 and over may participate in sessions operated by Clue HQ.
1.7.	CHQB may, without prior notice and without refund or compensation change the operating hours of sessions due to technical reasons, or any other reason, at short notice.
1.8.	Although no physical strength should be needed throughout the games, it is the guest's responsibility to ensure they are fit to play.
1.9.	CHQB reserves the right to refuse participation of guests, without a refund, who behaves in a manner which in the opinion of the instructor is likely to affect the enjoyment of other visitors. Or, guests who uses threatening, abusive or insulting words or behaviour to other guests or members of staff. Or, guests who do not follow written or verbal instructions or behave in a manner that may risk the health and safety of themselves, other visitors or members of staff. Where a guest is part of a group, CHQB reserves the right to remove the whole group from the session in addition to the individual involved (without refund).
1.10.	The consumption of alcohol is not allowed during participation. Any guests who appear to be under the influence of alcohol or other substances will be refused participation.
1.11.	Disabled guests or those assisting disabled guests should make their visit known to CHQB prior to their game being played. This will insure CHQB can make every effort for anyone with a disability to enjoy their experience.
1.12.	CHQB reserves the right to amend or alter the terms of participation at any time without reason or prior notice.

<b>2.0</b>	<b>Conditions of Online Sales</b>
2.1.	Ticket purchaser is agreeing to inform all in their party about the following terms and rules.
2.2.	It is not the responsibility of CHQB to inform the rest of your party about the following terms and rules.
2.3.	Your e-mail address may be used for promotional e-mails from Clue HQ. You can be removed from this mailing list at any time by emailing the company ( <a href="mailto:brentwood@cluehq.co.uk">brentwood@cluehq.co.uk</a> ).

<b>3.0</b>	<b>Summary of Conditions of Sale</b>
3.1.	Tickets are NON TRANSFERABLE for any reason once booked.
3.2.	Tickets are NON REFUNDABLE for any reason.
3.3.	You have warned all the members of the group you are booking for that the activities contain an inherent risk and they take part in all activities at their own risk.
3.4.	CHQB accept no responsibility for any liability, harm, injury or death, cost or expense whatsoever that may arise directly or indirectly from attending a CHQB event.
3.5.	Your ticket remains property of CHQB and can be revoked with or without refund at any point, for any reason. It cannot be resold.
3.6.	You agree not to participate should you not be fit to.
3.7.	Once a booking is accepted it cannot be cancelled, refunded or transferred due to the booking being a 'live' booking.
3.8.	A 'live' booking means team members will be booked on to run your game at this specific time and therefore cannot be altered.
3.9.	Terms and Conditions are applicable for all tickets for CHQB, including those purchased in person or over the telephone.

<b>4.0</b>	<b>Game Rules</b>
4.1.	If any game rules are broken, this can forfeit the game for the whole team without refund.
4.2.	All instructions from the games hosts must be listened to and obeyed at all times.
4.3.	At no point should you attempt to take photographs or use your mobile phone.
4.4.	CCTV images will be recorded throughout the game and remain property of CHQB.
4.5.	At no point are you to use force to remove any of the items.
4.6.	Games allow for 3 to 6 players per game.

<b>5.0</b>	<b>Full Terms &amp; Conditions of Sale</b>
5.1.	Please read these carefully, making a purchase from this site indicates that you accept these terms.
5.2.	Pre-bookings are accepted through the website, then payment is made.
5.3.	All payments must be made in full before the event. Failure to pay will result in no team member able to attend your game.
5.4.	Payments are to be made using our payment gateway Braintree Payments through our Booking System Bookingbug.
5.5.	<i>Ticket Terms and Conditions</i>
5.6.	This ticket is issued subject to the Rules and Regulations of the venue, event organiser and promoter. Full details are available on request.
5.7.	Mistakes cannot be rectified.
5.8.	It is the responsibility of the ticket holder to ascertain whether an event has been cancelled and the date and time of any rearranged event. If an event is cancelled or rescheduled, we will use reasonable endeavours to notify ticket holders of the cancellation.
5.9.	Please note that we cannot guarantee that ticket holders will be informed of such cancellation before the date of the event. Cancellation of events will be stated clearly on our websites. Where possible, an attempt to contact the ticket holder/guest will be made.
5.10.	The management reserves the right to refuse admission should patrons breach any Rules and Regulations of the venue, event organiser or promoter. The management may on occasions have to conduct security searches to ensure the safety of the patrons.
5.11.	We regret that tickets cannot be exchanged or refunded after purchase. The Management cannot be held responsible for any tickets which are lost or stolen. CHQB reserves the right to cancel ticket bookings which it reasonably suspects to have been made fraudulently.
5.12.	Tickets are sold subject to the management's right to alter or vary the programme due to events or circumstances beyond its control without being obliged to refund monies or exchange tickets.
5.13.	If this ticket is re-sold or transferred for profit or commercial gain by anyone other than the promoter, venue Management, CHQB or one of their authorised sub-agents, it may be voided and the holder may be refused entry to, or ejected from the venue.
5.14.	The Promoter, venue Management and CHQB accept no responsibility for any personal property.
5.15.	All of these terms and conditions are governed by English Law.
5.16.	The ticket holder must comply with all relevant laws, safety announcements and venue regulations whilst attending the event.
5.17.	Breach of any of these conditions or any unacceptable behaviour shall enable the venue or event management to eject you from the venue.
5.18.	Tickets may be restricted to a maximum number per person, as indicated on the ordering system. We reserve the right to cancel tickets purchased in excess of this number.

- 5.19. CHQB reserves the right to refuse admission to anyone. You may experience a physically demanding environment. You should not participate if you are pregnant, prone to seizures, heart or respiratory problems.
- 5.20. You will not be admitted if you appear in any way to be intoxicated or are wearing any form of temporary cast, or medical brace.
- 5.21. You must obey and listen to the CHQB instructor at all times.
- 5.22. Ticket purchaser agrees (on behalf their entire party) and understands that there is inherent risk involved with attending Clue HQ. Ticket holder voluntarily assumes all risks and dangers associated with participation in Clue HQ. In consideration and acceptance of entrance CHQB holder agrees to release to the operator, its parent corporations, affiliates, officers, directors, employees, and landlord from any liability, harm, injury or death, cost or expense whatsoever that may arise directly or indirectly, from attending CHQB.
- 5.23. All participants accept liability for themselves whilst taking part in this activity.
- 5.24. If an instructor does not feel that you are competent on the Segway after the training, the instructor can make the decision to not allow that person to continue. Some compensation may be able to be offered at the management's discretion.

**6.0 Gift Certificate Additional Terms**

- 6.1. Gift certificates may be delivered by post or by e-mail.
- 6.2. Gift certificates are valid for 12 months unless advertised differently at the point of sale.
- 6.3. Gift certificates will specify validity.
- 6.4. Sites advertised can change without notice, and no refund can be given.
- 6.5. No refunds are given for Gift Certificates and they hold no cash value.
- 6.6. They are valid at all available sites, subject to availability.
- 6.7. Certificates must be booked directly through cluehq.co.uk.
- 6.8. Vouchers are sent out manually via e-mail within 24 to 48 hours.
- 6.9. Maximum 6 people per session.
- 6.10. Gift vouchers must be presented on the day before the game can commence.
- 6.11. Gift vouchers must be used by the valid to date (not booked by).





<b>7.0</b>	<b>Daily Deal Site (or external site) Voucher Additional Terms</b>
7.1.	Daily Deal Sites are sites such as Groupon, Wowcher, KGB Deals and Living Social etc
7.2.	Daily Deal Sites vouchers must be presented on the day before the game can commence.
7.3.	Daily Deal Sites vouchers must be used by the valid to date (not booked by).
7.4.	Extra 'on the day' players will be charged at full price unless previously agreed in writing with the CHQB team.