

Booking Information

Please read the following important information before making a booking. By making a booking you are agreeing to these terms and confirm that you will pass this information on to all players in your team.

- Live CCTV is used in the Escape Room but will not be recorded or kept by The Commandery.
- It is strictly forbidden to take photos, video or audio recordings during the game. Players will be asked to leave their phones and other devices in a secure box outside the room.
- Please arrive at least five minutes before your booking time. We reserve the right to cut your game short if you arrive after your booked time, or to cancel your booking with no refund if you arrive more than 15 minutes late.
- Players under the influence of alcohol or illegal substances will not be admitted. Violent or aggressive behaviour will not be tolerated. Commandery staff have the right to refuse entry.
- You undertake not to bring any dangerous, harmful or hazardous objects into the Commandery.
- All rules and directions given by Commandery Escape Room staff must be followed. Once you have been told the rules you continue to participate at your own risk. The Commandery is not liable for any damage or injury caused by misuse of equipment or failure to follow the rules.
- Any damage caused by Players, whether intentional or not, will have to be charged to the Team.
- It is not permitted to bring food or drink into the Escape Room
- After the game Teams will be offered the chance to have their photo taken. Any photos taken by the Commandery may be used for publicity purposes online or in print.
- The Commandery may contact you from time to time with offers or promotions
- These Terms & Conditions do not affect your statutory rights. We reserve the right to vary these Terms & Conditions at any time.

Cancellation Policy

- No cancellations or refunds are permitted after the booking is confirmed. Rescheduling may be possible but is not guaranteed and may incur an admin fee.
- If the Commandery needs to cancel your booking for any reason you will be entitled to a full refund or we will reschedule your booking.
- If a Team arrives more than 15 minutes after their booked time, or fails to arrive, their booking will be considered cancelled and no refunds will be given

Accessibility

We welcome visitors with disabilities and our staff will do everything practical and reasonable to provide all visitors with a positive experience. We regret that due to structural limitations there is no wheelchair access to the Escape Room. The Escape Room is in the attic of a Grade I listed building and can only be accessed by climbing 33 uneven steps.

We strongly recommend you also read our FAQ document which should answer any questions you may have.