



EscaperoomMaassluis.nl

By making a reservation at EscaperoomMaassluis.nl, you agree to the general terms and conditions below.

GENERAL TERMS AND CONDITIONS

1. RESERVATIONS

Reservations can be made via "www.escaperoommaassluis.nl" (<http://www.escaperoommaassluis.nl>) or by telephone at 010 - 592 55 88.

After making a reservation, you will receive a confirmation by email. Please also check your spam folder if necessary. Have you not received a confirmation? Please contact us to check if the reservation has been processed correctly.

Is the desired date or time not listed among the available options? Please contact us via "info@escaperoommaassluis.nl" (<mailto:info@escaperoommaassluis.nl>) or 010 - 592 55 88. We will be happy to check if there is still a possibility.

In some cases, we can place you on a waiting list. When a suitable reservation becomes available due to a cancellation, we will contact you.

Payment is preferably made by debit card at our location. Cash payment is also possible. Would you like to pay in advance by bank transfer? Please contact us in good time.

2. PARTICIPATION IN THE GAME

The recommended age for participation is 12 years. In the presence of parents or adults, participation is also possible from the age of 10. A game is played with 2 to 8 people, unless stated otherwise for the specific game or package. Participants must follow the instructions of EscaperoomMaassluis.nl staff at all times.

If a staff member suspects that a participant is under the influence of alcohol, drugs, or other substances that make safe participation impossible, that participant may be refused entry to the game. In that case, there is no right to a refund.

Aggression and violence towards staff or other guests will not be tolerated.

3. ATTENDANCE AND DELAY

We advise arriving 15 minutes before the start of the game.

The game begins at the reserved time. If a group arrives late, the lost time may be deducted from the available playing time.

In the event of a significant delay, it may occur that the game cannot be started, for example, if this jeopardizes subsequent reservations. In that case, there is no automatic right to a refund.

4. SAFETY AND GAME RULES

It is not permitted to bring or use personal aids during the game without permission.

These include, among others: - mobile phones;

- cameras;

- smartwatches and other electronic equipment;

- flashlights;

- lighters and other objects that can cause fire or heat;

- tools;

- personal writing materials or aids.

Camera surveillance is present in and around the escape room, among other things to supervise the game and to monitor the safety of participants and staff. Personal belongings can be stored in the lockers available for this purpose before the start of the game.

No unnecessary or excessive force may be used during the game. It is not permitted to force, dismantle, or intentionally damage parts of the game, locks, doors, walls, puzzles, furniture, equipment, or props. If demonstrable damage is caused by intent, vandalism, reckless behavior, theft, or failure to follow instructions, EscaperoomMaassluis.nl may recover the damages caused from the responsible participant and/or the person who made the reservation, to the extent permitted by law.

Participation in our activities is at your own risk. EscaperoomMaassluis.nl is not liable for damages to the extent that liability can be excluded by law.

5. PERSONAL PROPERTY

EscaperoomMaassluis.nl is not responsible for loss, theft, or damage to personal belongings, to the extent permitted by law. Lockers are made available for the safe storage of valuables.

We advise participants not to leave valuable items unattended.

6. CANCELLATION AND RESCHEDULING

A reservation can be cancelled free of charge up to 7 days before the reserved date, unless other conditions have been expressly agreed upon for the reservation, promotion, or package in question.

The following conditions apply to cancellations within 7 days before the reserved date:

Cancellation:

The cancellation fee is € 70 per booking.

Rescheduling a reservation:

Within this period, a reservation can be rescheduled for € 25 to another available time within 4 weeks of the original reservation date.

Once rescheduled, a reservation cannot be rescheduled or cancelled again. The rescheduled reservation is expressly considered a continuation of the original reservation and not a new reservation.

In the event of a no-show, where the group fails to appear without timely cancellation or consultation, the full reservation amount may be charged. Cancellations or rescheduling can be done via "info@escaperoommaassluis.nl" (mailto:info@escaperoommaassluis.nl) or by telephone at 010 - 592 55 88.

A cancellation or change is only final after it has been confirmed by EscaperoomMaassluis.nl.

7. CHANGING THE NUMBER OF PLAYERS

The number of participants can be changed up to shortly before the start of the game, provided that the number of participants remains within the minimum and maximum applicable to the game in question. Different conditions may apply to packages, group bookings, special offers, and prepaid reservations.

8. ONLINE PAYMENTS AND GIFT VOUCHERS

For online paid reservations, the cancellation conditions as stated in these general terms and conditions apply, unless explicitly different conditions are stated at the time of the reservation.

If a credit remains in accordance with the applicable cancellation conditions, this can be converted into a credit or gift voucher from EscaperoomMaassluis.nl in consultation.

Gift vouchers cannot be exchanged for cash.

Additional conditions may apply to gift cards, which will be stated at the time of purchase or issuance.

9. CONFIDENTIALITY AND PHOTO/VIDEO RECORDINGS

An escape room is most fun when puzzles, solutions, surprises, and other secrets are not known in advance.

We therefore kindly request participants not to disclose solutions, codes, puzzles, or other essential parts of the game after the event.

Taking photos, video, or audio recordings during the game is not permitted without prior permission from EscaperoomMaassluis.nl.

10. PRIVACY AND PERSONAL DATA

EscaperoomMaassluis.nl is located at:

Burgemeester de Jonghkade 27

****3143 CC **Maassluis**

For the processing of personal data for the purpose of reservations, we use a reservation system provided by OnlineAfspraken BV.

Personal data is processed exclusively for purposes for which a valid legal basis exists and is handled in accordance with applicable privacy legislation, including the General Data Protection Regulation (GDPR). To the extent that OnlineAfspraken BV processes personal data on behalf of EscaperoomMaassluis.nl, appropriate agreements have been made regarding this.