

OSHAWA ESCAPE ROOMS

TERMS AND CONDITIONS

Cancellations:

If you must cancel your game appointment, do so before the 24 hour time window until the appointment. Cancelling your game with less than 24 hours before the appointment will result in the loss of a \$50 dollar deposit.

Drinking Policy:

No drinking of alcoholic beverages or intoxicated players. Inebriated players can and will be turned away from participating in the experience.

Property Damage:

Destruction or vandalism of any Oshawa Escape Rooms property that occurs during the game appointment may be charged to the customer.

Lateness:

Failure to arrive 20 minutes past the appointed time of your game will result in its cancellation. We recommend you plan to arrive up to 10 minutes prior to your appointment to avoid this. If you are running late, please call in advance (289-240-4731), we will do our best to work out an alternative or another time slot.

Here are a few things you should know:

1. Plan to arrive early (no more than 10 minutes, please) prior to your game appointment. This gives us some time to meet you, explain the game, answer any of your questions, washroom break, all that stuff.
2. This is NOT a scary experience. You aren't walking on to the set of a SAW movie, no one will die at the end, you aren't trapped forever if you don't escape. We take everyone's safety and well being into consideration, meaning: we are claustrophobia friendly (no tight spaces or doors preventing you from leaving the game), and we try not to agitate players with anxiety (no loud soundtracks, alarms, or countdown buzzers).
3. Don't drink before the game! Trust us on this, it makes everyone's experience worse and you won't be able to problem solve effectively. Drink after your game (if you're of legal age), when you're all chatting about the experience and laughing about that one thing that happened.

Other than that, plan to have fun!

If you have any other questions about your game or the experience, feel free to email us at info@oshawaescapes.com OR message us on Facebook at [facebook.com/oshawaescapes](https://www.facebook.com/oshawaescapes)