

General Terms and Conditions

September 2018, version 1.2 General Terms and Conditions

This document contains the general terms and conditions that apply to everyone who participates in the escape room gaming activities of Next Level Escaperoom Eindhoven. Your legal rights are not affected by anything mentioned in these terms and conditions. By booking and thus participating in the gaming activity of Next Level Escaperoom Eindhoven you agree to these general terms and conditions. When you book one of the rooms, you agree with these general terms and conditions of Next Level Escaperoom Eindhoven by checking the box on the website.

Bookings

Changes or cancellation of your booking can be made up to 48 hours in advance by telephone or e-mail. This also accounts for changes or cancellations of lunches and/or dinners.

Starting time

Any prior explanation time is not included in the time indicated in the confirmation of your booking.

Please be present at least 15 minutes before the start of the game. Legitimation

In order to be admitted to Next Level Escaperoom Eindhoven, we may ask the person who made the booking to identify him/herself and to confirm his/her full name.

Alcohol and Drug Abuse

An escape room cannot be played under the influence of drugs or alcohol. As a result, people who are under the influence of drugs and/or alcohol will be denied access to Next Level Escaperoom Eindhoven. Next Level Escaperoom Eindhoven does not accept intimidating or insulting behaviour towards its employees. Anyone who deliberately disturbs the public order, shows wantonness and/or destroys any property of Next Level Escaperoom Eindhoven will be immediately removed from the premises. The police may be called for assistance. In the event of removal, no refund will be possible. Any damage will at all times be recovered from the responsible person/group.

Safety

For security purposes, video images are taken during each game and in the common areas. Cameras and microphones are used to monitor the game and ensure smooth sailing. In the event of theft, deliberate damage or deliberate destruction, we will immediately report this to the police. Damage will at all times be recovered from the responsible person/group.

Privacy, Promotion and Social Media

Next Level Escaperoom Eindhoven stores and protects personal data without making it available to third parties. Mobile Phones and Cameras

The use of mobile phones and/or cameras during the game is not allowed. If such devices were to be used, the game will immediately be stopped.

Confidentiality

Next Level Escaperoom Eindhoven understands that participants want to share their enthusiasm with others after the game. However, participants are kindly but urgently requested to respect our request for confidentiality and not to disclose any further details of the game or to disclose any other information about Next Level Escaperoom Eindhoven to any third party.

Liability

Next Level Escaperoom Eindhoven is not responsible for theft and/or damage to personal property. Lockable lockers are provided in the reception area so players can safely store their mobile phones, bags, coats etc.

Excess

Participating in the gaming activities is entirely at your own risk. Any personal injury and/or material damage suffered during a visit to Next Level Escaperoom Eindhoven or any of its other activities cannot be recovered from the company.

Instructions

Instructions (clues and rules) are in principle provided in brasserie the *Oude Rechtbank* upon arrival. Should this, for any reason whatsoever, not be the case, then our staff will go through the instructions with you. The general instructions and hints given by our personnel must always be followed carefully. We therefore count on your full cooperation. If this is not complied with, the staff of Next Level Escaperoom Eindhoven reserves the right to remove the participant(s) concerned from the premises.

Damage and Theft

Next Level Escaperoom Eindhoven reserves the right to recover any damage done to its property from the perpetrator. In the event of theft, the police will be called for assistance.

Disclaimer

The websites www.escaperoomeindhoven.nl, www.escaperoomeindhoven.com and www.nextlevelescaperoom.nl are the property of Escaperoom Eindhoven V.O.F. The websites have been compiled with the greatest possible care. All information, such as prices and availability, is subject change and can therefore be modified by Next Level Escaperoom Eindhoven at any moment. We therefore cannot guarantee that all information is accurate and error-free, nor can we be held responsible for errors or inaccuracies in the information provided. You should always check the information provided before acting on it.

Copyright

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The AVG (General Data Protection Regulation - GDPR)

Next Level Escaperoom Eindhoven is part of the company Escaperoom Eindhoven V.O.F. and is based on Stratumseind 32, 5611ET in Eindhoven. - Next Level Escaperoom Eindhoven uses the online reservation system, SuperSaas, to register bookings and process your personal data as needed. Escaperoom Eindhoven V.O.F. signed a [processing agreement](#) for this with the company SuperSaas which complies with the GDPR regulations.

- For promotional purposes, we will take a photo of you after your escape at Next Level Escaperoom Eindhoven. This photo will be placed on the public Facebook and/or Instagram page of Next Level Escaperoom Eindhoven. If you do not want to be photographed, you can indicate this to the staff on site. Without consent, no photo will be made and placed of you and your team.

- For debit/credit card transactions at the Next Level Escaperoom Eindhoven location, Eindhoven V.O.F. uses an ING payment terminal. Escaperoom Eindhoven V.O.F. meets the conditions of PCI DSS and guarantees secure payment and protection of all card data. Applicable Law and Disputes These general terms and conditions are governed by Dutch law.