

General Terms and Conditions

February 2019, version 1.3 General Terms and Conditions

This document contains the General Terms and Conditions that apply to everyone who participates in the gaming activities of Next Level Escaperoom Eindhoven. Your legal rights are not affected by anything mentioned in these Terms and Conditions. You can only book and participate in the gaming activities of Next Level Escaperoom Eindhoven by first agreeing to our General Terms and Conditions. By checking the box on the website when booking one of the rooms, you agree to the General Terms and Conditions of Next Level Escaperoom Eindhoven.

Bookings

Changes or cancellations of bookings are to be announced at the latest 48 hours before the start of the booking. This also applies to changes or cancellations regarding lunches and/or dinners.

Starting Time

The time indicated in your booking confirmation does not include the briefing time beforehand. Please be present at least 15 minutes before the start of the game. In some instances, we shall ask the person who made the booking to identify him/herself and to confirm his/her full name in order to be granted access to Next Level Escaperoom Eindhoven.

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 removed from the premises immediately. The police may be called in for assistance. In the event of removal, no refund will be given. Possible damage to the game or the premises will, at all times, be recovered from the person/group responsible.

Safety

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

Pacemaker

Next Level Escaperoom Eindhoven uses electromagnets, which can produce strong electromagnetic fields. These magnets are standard electromagnets for doors. Although it is unlikely to affect a pacemaker, we would like to stress that players with a pacemaker need to decide for themselves whether they should consult with a medical professional before participating in the game - at their own risk.

Privacy, Marketing and Social Media

Next Level Escaperoom Eindhoven stores and protects personal data without making it available to third parties. Next Level Escaperoom Eindhoven uses the booking platform SuperSaas that stores all data (see GDPR below). The use of mobile phones and/or cameras during the game is not allowed. If such devices are used, the game will be stopped immediately.

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 game details 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.

Briefing

Upon arrival, a short briefing (containing clues and rules) is provided in brasserie *De Oude Rechtbank*. Should these, for any reason, not be provided, then our staff will go through the briefing with you. The rules and hints given by our personnel should always be followed carefully. We are counting on your full cooperation. The staff of Next Level Escaperoom Eindhoven reserves the right to remove the participant(s) concerned from the premises if they do not follow the rules that were provided.

Damage and Theft

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

Disclaimer

The websites www.escaperoomeindhoven.nl, www.escaperoomeindhoven.com and www.nextlevelescaperoom.nl are property of Escaperoom Eindhoven V.O.F. The websites are compiled with the greatest possible care. All information, such as prices and availability, is subject to 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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GDPR (General Data Protection Regulation)

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

For promotional purposes, we will take a photo of you upon your escape at Next Level Escaperoom Eindhoven. This photo may be published on the public Facebook and/or Instagram page of Next Level Escaperoom. If you do not want to be photographed, you can indicate this to the staff on site. Without consent, we will not publish any photos of you and your team.

For debit/credit card transactions at the Next Level Escaperoom Eindhoven location, we use an ING payment terminal. Escaperoom Eindhoven V.O.F. meets the PCI DSS conditions and guarantees secure payment and protection of all payment card data.

Applicable Law and Disputes

These General Terms and Conditions are governed by Dutch law.