

# JEDBURGH CASTLE JAIL & MUSEUM ESCAPE ROOM

## BOOKING TERMS & CONDITIONS

### 1. Booking and Payment

All Escape Room bookings must be made through the official booking system.

Full payment is required at the time of booking. A booking is only confirmed once payment has been successfully processed and a confirmation email has been issued.

### 2. Cancellations

Bookings may be cancelled for a full refund up to 48 hours before the scheduled start time of the session.

Cancellations made within 48 hours of the scheduled start time are non-refundable.

### 3. Rescheduling

Bookings may be transferred to an alternative available session free of charge up to 48 hours before the scheduled start time of the original booking.

Requests to reschedule within 48 hours of the scheduled start time cannot be guaranteed and may be treated as a cancellation.

### 4. Late Arrivals

Participants are advised to arrive at least 15 minutes before their scheduled start time.

Escape Room sessions begin promptly at the advertised time. Late arrival may result in reduced game time or refusal of entry where the session cannot be safely or reasonably accommodated.

No refunds or partial refunds will be issued for late arrivals.

### 5. No-Shows

Participants who fail to attend their booked session will be treated as a no-show and will not be entitled to a refund or transfer.

### 6. Group Responsibilities

The person making the booking is responsible for:

- Ensuring all participants meet the age requirements for the experience.
- Ensuring all participants are aware of and comply with the Participant Terms & Conditions.
- Informing Live Borders in advance of any accessibility requirements or additional support needs within the group.

- Providing accurate contact information at the time of booking.

#### 7. Cancellation or Changes by Live Borders

Live Borders reserves the right to cancel, postpone or amend a session where necessary due to operational requirements, staffing issues, technical faults, safety concerns, severe weather or circumstances beyond its reasonable control.

Where a session is cancelled by Live Borders, customers will be offered either:

- A transfer to an alternative available session; or
- A full refund of the booking fee.

Live Borders will not be liable for any additional costs incurred by customers, including travel, accommodation or other associated expenses.

#### 8. Data Protection

Personal information provided during the booking process will be used for the administration and delivery of the Escape Room experience.

All personal data will be processed in accordance with Live Borders' Privacy Policy and relevant data protection legislation.

#### 9. Acceptance of Terms

By completing a booking, the lead booker confirms that they have read and accepted these Booking Terms & Conditions and that they will ensure all members of their group are made aware of the Participant Terms & Conditions prior to taking part.