

## Terms and Conditions

February 2022, version 1.4 General terms and conditions

This document contains the general terms and conditions applicable to anyone participating in the Escape Room gaming activities of Next Level Escaperoom Eindhoven. Nothing in these general terms and conditions is intended to affect your legal rights. Making a reservation and thus participating in the game activity at Next Level Escaperoom Eindhoven can only be done by agreeing to these general terms and conditions. This is done by ticking in the reservation that you agree with these general terms and conditions of Next Level Escaperoom Eindhoven.

### Reservations

Bookings can be rescheduled up to a maximum of 48 hours before the start of the booking. After that, they are final. It is possible to make additional payments for more people afterwards, but payments already made are final and cannot be reversed.

### Business reservations

Bookings by companies should in principle be paid before the start of the booking via the online payment system or bank transfer. In consultation, it can be agreed that payment is made immediately after the event by PIN or credit card. Companies that absolutely cannot pay in advance, for example due to a strict internal policy, may play on account for an additional charge of € 30 administration fee per invoice.

### Start time

The time indicated in the confirmation of your reservation does not include prior explanations. We request you to be present approximately 15 minutes before the start of the game. To be admitted to Next Level Escaperoom Eindhoven, we may ask the person who made the reservation to identify him/herself and confirm his/her full name.

### Alcohol and drug use

An Escape Room is not suitable to play under the influence of drugs or alcohol. Therefore, people who are under the influence of drugs and/or alcohol will not be allowed access to Next Level Escaperoom Eindhoven. Next Level Escaperoom Eindhoven does not accept intimidating or offensive behavior towards its employees. Anyone guilty of disturbing the public order, wantonness and/or wanton destruction of property of Next Level Escaperoom Eindhoven will be immediately removed from the premises. The police may be involved in this process. In case of removal there will be no refund. Any damage will at all times be recovered from the responsible person/group.

### Safety

For security reasons, camera footage is taken at every game and in the general areas. In order for the game to run smoothly, cameras and microphones are used to monitor during the game. In case of theft, intentional causing of damage or willful vandalism, we will immediately report it to the police. Damage will always be recovered from the person/group responsible.

### Pacemaker

Next Level Escaperoom Eindhoven uses electromagnets, which can produce strong electromagnetic fields. These are standard electromagnets for doors. Although this is unlikely to affect a pacemaker, we emphasize that players with a pacemaker should decide for themselves or consult with a medical professional if they wish to participate in the game - at their own risk.

## Privacy, promotion and social media

Next Level Escaperoom Eindhoven stores and protects personal data without providing it to third parties. Next Level Escaperoom Eindhoven uses booking platform Supersaas where your data is stored (see AVG below). The use of cell phones and/or cameras during the game is not allowed. If such devices are used, the game will be terminated immediately.

## Secrecy

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

## Liability

Next Level Escaperoom Eindhoven does not hold itself responsible for theft and/or damage to personal belongings. Lockers are available in the reception area so players can safely leave their cell phones, bags, coats, etc.

## Own risk

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

## Instructions

Instructions (tips and ground rules) are explained upon entry. Instructions and directions from the staff must be followed at all times. We count on your full cooperation. When this is not followed, the staff of Next Level Escaperoom Eindhoven reserves the right to remove the participant(s) from the premises.

## Damage and theft

Next Level Escaperoom Eindhoven reserves the right to recover any damage to its property from the perpetrator thereof. In case of theft, the police will be called in.

## Disclaimer

The websites [www.escaperoomeindhoven.nl](http://www.escaperoomeindhoven.nl), [www.escaperoomeindhoven.com](http://www.escaperoomeindhoven.com) and [www.nextlevelescaperoom.nl](http://www.nextlevelescaperoom.nl) are owned by Next Level Escaperoom BV. The websites have been compiled with the utmost care. Next Level Escaperoom Eindhoven may change information, such as prices and availability, at any time. 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 the information provided.

## Copy right

Unless otherwise indicated, copy rights to [www.escaperoomeindhoven.nl](http://www.escaperoomeindhoven.nl), [www.escaperoomeindhoven.com](http://www.escaperoomeindhoven.com) and [www.nextlevelescaperoom.nl](http://www.nextlevelescaperoom.nl) are owned by Next Level Escaperoom BV. These websites are for personal and non-commercial use only. It is prohibited to edit, modify, copy, reproduce, transfer, sell or publish any content, images or services from the website.

### [The AVG \(General Data Protection Regulation\)](#)

Next Level Escaperoom Eindhoven is part of the company Next Level Escaperoom BV and is located at Stratumseind 32, 5611ET in Eindhoven. - For the processing of your personal data for the reservation of Next Level Escaperoom Eindhoven uses the online reservation system of SuperSaas. Next Level Escaperoom BV has signed a [processing agreement](#) with the company SuperSaas which complies with the rules of the AVG.

After your stay in Next Level Escaperoom Eindhoven, a photo may be taken of you for promotional purposes. This photo may be placed on the public Facebook and/or Instagram page of Next Level Escaperoom Eindhoven. If you do not want a photo, you can indicate this during your stay at the location of Next Level Escaperoom Eindhoven. No photo of you and your group will be made and posted.

For pin transactions at Next Level Escaperoom Eindhoven's location, Next Level Escaperoom BV uses a payment terminal and Next Level Escaperoom BV complies with the conditions of PCI DSS and guarantees secure payment and protection of card data.

### [Applicable law and disputes](#)

These general terms and conditions are governed by Dutch law.