

Terms & Conditions

Game rules

By starting the game, the participants confirm they were introduced to the game rules and they take up full responsibility for following these rules, as well as they are fully responsible for their health condition. The members of the game team confirm they won't have any complaints connected with injuries received due to their negligence, undervaluation of rules or due to other participants' fault. During the game, it is prohibited to damage the Secret Games inventory. All tasks in the game are logical thinking oriented and don't require the use of physical force.

TECHNICAL SUPPORT

The participants constantly receive riddles, clues, hints and other notifications necessary to complete the game.

During the game the technical support service should be contacted:

- The participants would like to stop the game.
- If due to some reasons the participants cannot solve a riddle or have been stuck for a long time on one puzzle, they have to ask for help/hint to the game master using a walkie talkie.
- If one of the participants in the game suddenly does not feel well.
- If not working the riddle in the Escape Room.

GAME PURCHASE AND PAYMENT TERMS

All prices indicated in currency which is official in a country where quests are being played. Prices are shown in Danish kroner and include VAT.

Booking:

- The reservation of the game must be made through our website - www.secretgames.dk
- Game reservation is confirmed by the participant with a full game amount transaction.

- Right after the successful payment, the letter will be sent to the email address indicated during the registration, confirming the game is booked. Please make sure you check your Spam folder.
- Payment is either before or after the game.
- After payment the Buyer will receive a receipt.
- The number of participants of one game cannot exceed the number indicated in game description. Except for the situations when separately agreed with administration.

Payment:

- At www.secretgames.dk, the Buyer can pay with the following payment cards: Visa / Dankort and Mastercard.
- On site at the Secret Games office, the Buyer can pay via MobilePay or Cash.
- When the Buyer places an order, the payment card used will be authorized. If the card is not authorized, the Buyer will receive a message on the screen that the authorization failed, and will then be asked to choose another payment method.
- Bank transfer - It is possible to pay by bank transfer by ordering over the telephone. Call +45 70603212

Cancellation and right of withdrawal:

- The following conditions for the right of withdrawal are formulated in accordance with the Consumer Contracts Act, § 18, subsection. 2 no. 12. The term "leisure offer" in § 18, subsection 2, no. 12, according to the underlying EU directive includes i.a. reservations for cultural events, such as concerts and theater. This means that Secret Games, as a Seller of cultural live events, is not obligated to grant a right of withdrawal. Nevertheless, the Seller would very much like to meet our customers and has therefore formulated the following framework for the right of withdrawal.
- Cancellation is when the Buyer completely or partially makes a cancellation or similar change of the agreed services. Cancellation of events must be made in writing to info@secretgames.dk

Complaint:

- Complaints must be made in writing and be received by the Seller no later than 8 days after the settlement date. Inquiries must be made in writing to info@secretgames.dk, where all inquiries will be answered within 5 working days.

Disputes:

- Any dispute involving purchases from "Secret Games" Enkeltmandsvirksomhed is subject to Danish law and the Danish courts, unless mandatory legislation dictates otherwise.

Marketing:

- Seller is entitled to include customers on reference lists for use under marketing. Consent to this is given by acceptance of the terms of trade. The Buyer's consent to this may be revoked at any time by written notice to the Seller.

The processing of your personal data:

- Seller respects Buyer's privacy and, of course, processes personal information in accordance with applicable law.

We are always happy to answer your questions!