

Escape Game Terms of sales

escapegame@cleryraconte.com

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This escape game service is produced by CLERY SON HISTOIRE EN LUMIERE Association, (The Head Office: 94 rue du Maréchal Foch-45370 CLERY SAINT ANDRE, FRANCE) n° VAT FR 16407768084.

PREAMBLE

It is previously specified that these general conditions govern exclusively the sale of escape game tickets on the website cleryraconte.com. They are systematically brought to the attention of each buyer to allow him to order. These conditions apply to the exclusion of the conditions in force at partner points of sale, in particular those in force for in-store sales.

1 GENERAL

1. These terms and conditions and any contract entered into incorporating these terms and conditions are governed by French Law and any dispute will be subject to the exclusive jurisdiction of the French courts.
2. The game is designed for a team of 3 to 5 people per room. Each reservation is private and in no case do you join other people outside your group in your room.
3. For safety reasons, children under 8 years old are not allowed to participate in the activity. Between 8 and 16 years old, the presence of at least one adult is required in the room. Beyond 16 years old, no restrictions are imposed. In the case of age verification of participants, you may be asked for an official identity document to justify it.
4. CLERY SON HISTOIRE EN LUMIERE cannot recommend the activity to pregnant women over 7 months, for people suffering from claustrophobia, prone to anxiety attacks, epilepsy; and declines all responsibility in the event of a problem.
5. We ask team members to be present on site 10 to 15 minutes before the reservation time in order to receive instructions related to the experience.
6. When you arrive, CLERY SON HISTOIRE EN LUMIERE and its staff will ask you for the first and last name of the reservation; in the case of a formal verification, you may be asked to confirm your identity with an official document (NIC, passport).
7. During your visit to our premises, CLERY SON HISTOIRE EN LUMIERE expects from its customers to follow the rules and indications given by the team, that they behave appropriately and respectfully towards our employees at all times.
8. CLERY SON HISTOIRE EN LUMIERE does not tolerate any form of harassment or intimidation towards its representatives (volunteers, employees...).
9. Due to the nature of the activity, no photos or recordings can be taken inside the room. Lockers are available at the entrance to the game room.
10. CLERY SON HISTOIRE EN LUMIERE expects its visitors and customers not to divulge any details of the game directly or indirectly to the public.

11. CLERY SON HISTOIRE EN LUMIERE reserves the right to charge customers who have caused any damage intentional or not or caused by misuse of the items or bad behavior.
12. Those under the influence of alcohol, narcotics or non-prescription drugs will be denied access; the game cannot be refunded in these cases. CLERY SON HISTOIRE EN LUMIERE reserves the right to refuse entry to anyone who is unfit or exhibits abusive or inappropriate behavior.
13. No drinks or food may be brought into the gaming rooms.
14. Our animal friends are not accepted.
15. As part of your booking, CLERY SON HISTOIRE EN LUMIERE collects and stores your personal data without disclosing it to a third party. CLERY SON HISTOIRE EN LUMIERE ensures that the confidentiality of your personal information is assured.

2 THE WEBSITE

1. The website cleryraconte.com is owned and operated by CLERY SON HISTOIRE EN LUMIERE. The association reserves the right to modify the content of the website at its sole discretion and without notice. On the other hand, the general conditions which apply are those indicated at the time of your reservation.
2. The following conditions apply to all users of the CLERY SON HISTOIRE EN LUMIERE website and they must be read carefully and approved before purchase.
3. The CLERY SON HISTOIRE EN LUMIERE website is for personal, non-commercial use. You cannot modify, copy, distribute, transmit, display, execute, reproduce, publish, dismiss, create derivative works, transfer or sale any information obtained from this website.
4. The use of all or part of the CLERY SON HISTOIRE EN LUMIERE website for fraudulent purposes, unlawful, libelous, harmful, obscene or objectionable by law is not permitted.
5. The trademarks and logos appearing on the website are the property of "Mission Liberté". You are not allowed to use these without prior written permission and you agree that such use may constitute a violation of intellectual property rights.

3 RESERVATIONS

1. Only people who are at least 18 years old are allowed to book a game.
2. Only the payment confirmed by CLERY SON HISTOIRE EN LUMIERE validates the reservation.
3. Each reservation is nominative and the game cannot be transferred to a third party without the prior agreement of CLERY SON HISTOIRE EN LUMIERE.
4. The games cannot be transferred or resold in a business setting. If this condition is not respected, CLERY SON HISTOIRE EN LUMIERE reserves the right to refuse access to its rooms for the buyer as well as for the supposed beneficiary of the reservation.
5. You are responsible for entering your details correctly in the online booking form. By submitting the latter, you guarantee to CLERY SON HISTOIRE EN LUMIERE that the details provided are true and accurate. We cannot be held responsible for any input error or error in your choice of date and time.

6. After your payment you will receive a confirmation of your reservation by email only, please check your spams. If this is not the case, please contact us directly. CLERY SON HISTOIRE EN LUMIERE does not send confirmation by post or SMS.
7. The reservation can only be made a maximum of 1 year and a minimum of 15 minutes before the desired date and time. For more information or outside these ranges, please contact us by email or directly by phone.
8. A reservation becomes obsolete and you may be refused entry if the team is 15 minutes or more behind the start time of the reservation. In this situation, no postponement, modification or refund will be accepted by CLERY SON HISTOIRE EN LUMIERE.
9. Each reservation is presupposed final. It can be postponed up to 5 days before depending on availability. If less than 5 days, no changes, cancellations or postponements are possible. In no case a game is refundable.
10. Force majeure. CLERY SON HISTOIRE EN LUMIERE is not responsible for the delays or obstacles causing your late arrival or your no-presentation on the date and time of your reservation; whether caused by bad weather, strikes, protests, floods, traffic jams, civil unrest or any other reason. It is your responsibility to arrive in time for your reservation.

4 PRICES AND PAYMENT

1. The price (All Taxes Included) of one game per person is indicated on the website cleryraconte.com in the tab "escape game".
2. The reservations can be done online at the website cleryraconte.com or in person on site directly.
3. The different means of payment accepted are specified on the website cleryraconte.com.
4. The payment is required before entering the escape game.
5. If you come to fewer participants than originally expected, no refund or credit for the absentee's share can be made.
6. If you come to more participants than originally expected, within the maximum limit of the room (5 people) the supplement will be payable when you arrive on site.
7. CLERY SON HISTOIRE EN LUMIERE grants customers the right to occupy the facilities of the escape game for the period determined when booking. The customer accepts that the game lasts the allotted time, whether he managed to find all the puzzles or not. Likewise, he accepts that the game ends before the end of the allotted time if he has found all the puzzles, without this giving rise to a tariff adjustment.