

Murder Mystery Events & Parties

Terms & Conditions

By purchasing the ticket, you the customer (hereafter referred to as 'You ') agree to be bound by the Terms and Conditions herein specified by Imbroglios (hereafter referred to as "We/Us"). Nothing in these terms and conditions is intended to affect your statutory rights. We exclusively provide group activities, therefore all members of the group should be notified of, and will be bound by, these terms and conditions.

Booking:

You have expressly agreed to participate, join, enter, use, play and/or access a live event at your sole risk. To the fullest extent permissible by applicable law we disclaim all warranties, express or implied, including but not limited to, implied warranties, merchantability or fitness for the operation of the Event. We do not warrant the reliability, accuracy, completeness, current or error-free of the product, content and materials included, used or deployed on the Site. If a product, content or material is not as described, you have expressly waive the right to claim any damages and/or losses including but not limited to direct, indirect, incidental, punitive, and consequential damages derive from such use or reliance of the description of the product, content or material.

Whilst our events do not contain illicit or explicit materials we do believe that the nights constitute a substantial mental challenge and therefore for your own enjoyment we ask that all members of the group are over 16 years of age and that those under the age of 16 are accompanied by a parent or guardian.

You and all of your party agree that you do not currently and have not historically suffered any medical or mental health conditions which might affect your safety within our events such as, but not exhaustive of; Schizophrenia, claustrophobia, panic attacks, etc.

If you or any member of your party has any medical problem or disability which does not affect your safety within the room but which may affect the booking arrangements of that person, you must inform us before the confirmation of your booking. Where possible we try to accommodate all persons however some venues may not be possible to fully experience with mobility limitations.

Should any additional tickets be bought for friends or tickets be resold on at added at a later date, it remains the responsibility of the person who booked the event to ensure that any such members agree to be bound by these terms and conditions and are in receipt of all relevant information relating to the booking.

If you wish to change any part of your booking arrangements after our confirmation invoice has been issued, you must inform us as soon as possible.

Whilst we will do our best to assist, we cannot guarantee that we will be able to meet your requested change.

Cancellations:

If we have to make a major change or cancel your booking, owing to events outside of our control, we will notify you as soon as practical and you will be supplied with a voucher to re-book in the future to the full value of your original booking. We are not responsible for any exterior costs such as travel/accommodation expenses that you have already incurred.

You are responsible for your own timekeeping. If you do not arrive on time (ten minutes before your booked time) we reserve the right to cancel your booking because we are a live event and are unable to keep other clients waiting.

Ticket may not be transferred or resold for commercial purposes or at a premium. If a ticket is transferred or resold in breach of this condition, the bearer of the ticket or the person claiming the right to attend the event will be refused admission.

Such a situation of a customer not turning up to the event, or arrives late (20 minutes after the start of the event), the money is not refundable and the booking is not changeable.

Except where otherwise specified in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is affected by reason of circumstances outside of our reasonable control. This includes any event which we could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riots, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and similar events beyond our control.

In the event that the Client decides to cancel the Booking, the Client is required to notify the Artiste, via email, immediately.

Venue:

All items including but not limited to your personal belongings, objects, luggage, baggage, watches, wallet, and other items and/or property, shall be kept by you at your sole risk. In any event, we shall not be held liable or responsible for any loss of your personal belongings, objects, luggage, baggage, watches, wallet, and other items and/or property, either within the Site or outside of the Site. The risk of loss for your personal belongings, stuff, object, luggage, baggage, watches, wallet, item and/or property shall be borne by you upon entrance on the Site or engagement with us.

Drinks bought outside the venue are not permitted to be brought in or consumed in the venue.

To the fullest extent permissible by applicable law; we shall not be responsible for any risk, hazard, danger, security, thread, safety and/or protection for the Event. You shall be solely responsible, answerable, accountable for your personal safety, security, body condition, disease transmission, pregnancy, health condition, while you participate, join, enter, use, play and/or access to the Event. You undertake to behave, conduct, perform, carry out, execute, achieve and complete the Event in accordance to the instruction, command and rules specified by us failing which we shall have the right and power to decline or refuse your entry to the Site.

If you or any members of your group are under the influence of drugs when you visit our venue you will not under any circumstances be permitted to join the event and you/they will not be refunded. We reserve the right to reject one or all of your entire group, without refund, if we believe your safety is in question.

We will not be responsible or pay you any compensation for any injury, illness, death, loss (including loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following: the act(s) and/or omission(s) of you or another member of your party; or the act(s) and/or omission(s) of a third party not connected with the provision of the services contracted for and which were unforeseeable or unavoidable; or any unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been taken.

For the avoidance of doubt, nothing in this agreement shall limit or exclude our liability for death or personal injury resulting from our negligence, for fraud or fraudulent misrepresentation or for any other liability the exclusion or limitation of which is not permitted by English law.

Our public liability insurance policy is available to view on request.

We do ask you to remember, however, that you are responsible for your actions and the effect they may have on others. If we, or another person in authority, believe your actions could distress, upset, annoy or disturb other customers, or our own staff, or in our belief put yourself or them in any risk or danger, or damage property you will be requested to leave the premises without compensation.

If a guest behaves inappropriately and/or causes damage or injury to the venue and/or other guests or the performers, the venue management and/or producer can ask the guest to leave the event and/or venue and will take appropriate action to enforce this right the producer reserves the right to abandon the performance with no recompense to the booker.

Please bear in mind that you are responsible for your safety. We are not responsible for any accidents which occur in our venue due to your inappropriate or irresponsible behaviour, or for any accidents which occur anywhere because of any items or property which you have broken and/or have left in a way in which injury can result to either yourself or others.

You undertake not to carry or bring any dangerous, harmful or hazardous object into the Site including but not limited to sharp object, explosive items, weapon or item deemed to be dangerous or harmful to other visitors on the Site. In the event if such item or object is found, we shall have the power, authority and consent expressly granted by you to remove and confiscate such item or object and further decline or refuse your entry to the Site.

We are entitled to charge the guests for any damage or malicious misuse of the event equipment and wholly reserve the right to charge the credit card on file for damages and losses sustained by Imbroglios.

We do not tolerate any kind of bullying or harassment towards our employees.

Web and Data Protection:

The website www.imbroglios.co.uk is owned and operated by Imbroglios. We hold the right to amend or vary these Terms and conditions including any of the contents of the website from time to time at our sole discretion without prior notice. The hereinafter terms apply to the use by any visitor of the Website and should be read carefully before any use:

We do our best to supply you with the most current and accurate information on our website.

Our website is for your personal and non-commercial use. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer or sell any information obtained from this website. You are not permitted to link to or use all or any part of our website for any purpose which is fraudulent, unlawful, defamatory, harmful, obscene or objectionable.

You accept that the Internet is not fully secure. We will take all appropriate steps to protect the security of any payment card information though we shall not be liable for any damage that you may suffer as a result of the loss of confidentiality of any such information.

We shall not be liable to any person for any direct or indirect, consequential or incidental damages, including (without limitation) lost profits or revenues, loss of opportunity, costs of replacement goods or services, loss or damage to data or business interruption, arising out of any use of the website.

Our website may contain hyperlinks to third party websites. The operation of those websites is out of our control and you use them at your own risk.

We collect and store your personal details without disclosing it to any 3rd party and is dedicated to ensure that the privacy of your personal information is protected.

Intellectual property:

As part of the experience we offer complimentary team and group photos which we reserve the right to use for promotional use online, on our website, social media and in print. Should you not wish to be in the photo which is available for public viewing and general marketing purposes please inform us at the time or even after the event if it could potentially create a problem.

The trademarks and logos displayed on the website, printed materials, social medias, within our venues and in all other places where the company is visible are the property of Imbroglios. You are not permitted to use these without our prior written permission and you accept that any such use may constitute an infringement of the relevant proprietor's rights.

The narratives, characters, clues, and decoration within our event rooms are the intellectual property of the Imbroglios. Unauthorised sound, video and cinematic recordings of events are not allowed in any circumstances and such recordings will be confiscated and cancelled.

The distribution and/or plagiarism of any of our intellectual property is an illegal act and we will seek the maximum legal penalties.

By accepting the booking via email, through the Imbroglios website, or verbally – you are agreeing to these terms and conditions outlined above including payment terms and cancellation fees.