

If this document doesn't give you the info you need, you can always contact Liam (the author of this doc) on 07725267479, [bookings@thelockupescaperooms.co.uk](mailto:bookings@thelockupescaperooms.co.uk) or there's even my direct whatsapp link on the website. Happy to speak to you for any reason!

# The Lockup Escape Rooms policies document (last updated Jun 24).

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## Children and parties

The golden rule when it comes to kids is, if they are asking to come to an escape room, they will probably enjoy it.

That doesn't mean it's appropriate though. Our rooms are not designed for children and we aren't a play area, they are a place to challenge the mind and require a high degree of reasoning and drive to figure something out that isn't obvious using the clues that are provided. If we want them to have a good time it's a good idea to place them in the appropriate room and consider who is coming.

Mutiny contains handcuffs, and so adds on a layer of complexity in the form of communication and lack of mobility that can ruin a young person's ability to complete the room. It is not recommended for anyone below the age of 14.

Remember, progress relies on the ability to apply yourself to the puzzles and be resilient when the answer doesn't present itself immediately. Sometimes the hysterical excitement from a group of teenage friends can get in the way of actually completing the room.

### Groups of only young children (e.g. kids party)

We wouldn't suggest kids younger than secondary school age would get anything out of a group without any adults to guide them. A group like this would be better completing our Meltdown experience as it is a little less demanding and more hands on. Our Deep Space Brig and Mutiny experiences are not suitable for very young children

### Very young children (with adults)

Kids around 5 to 10 can still come and have fun, but perhaps will require adults there to take them through some of the experience, and complete puzzles alongside them.

### Under 5s

They can come, but they aren't getting anything out of it. We aren't going to charge for these players but they still have to follow the rules.

### Teenagers

Kids around GCSE age have shown competence in all of our rooms, but Deep Space Brig and Mutiny are just challenging rooms in general so they might be better sticking to Meltdown, especially if they haven't got much experience completing. Often, parents still book our difficult rooms though because they know they can handle it.

## Dogs

We allow well behaved dogs that won't damage our rooms, but players have to take responsibility for taking care of the dog during the game. As a dog owner myself I know that some owners could trust their dog to behave and not get nervous during the game. Please call ahead and discuss if you want to bring a dog.

If your dog is chilled out, happy and not anxious (particularly with another friendly dog) then we welcome you leaving them out in the corridor while you complete your experience, all our staff love dogs and would be happy to keep them company and throw a ball for them. We welcome the opportunity!

If other customers arrived on site, we would probably put your dog in the office/another room while we serve them. We are happy with them but we respect that our other customers may not be.

### Meltdown

The meltdown room is suitable for dogs, but there are chains in there that make a bit of a racket when pulled (as well as chains attached to a neighboring wall in another room that can rumble and make a dog nervous).

### Deep Space Brig

Deep space brig is very suitable for dogs, we can also turn off any music that might give dogs some anxiety.

### Mutiny

As players are handcuffed in Mutiny, we suggest it is not suitable for dogs. If you have a dog that you could put a bed down and they will be happy chilling in the corner, then that is fine.

## Accessibility

### Wheelchair access

We are located at the top of 2 flights of stairs, but we do have a small lift for wheelchairs. The customer toilet is also plenty big enough for wheelchairs.

### Meltdown!

Though Meltdown could pose a challenge for a group full of wheelchair users, one or two individuals in wheelchairs would be okay depending on the size of the group.

On one occasion we had a team full of wheelchair users complete the room with no problems and incorporated the hindrance of their situation to add extra challenge. If there is a single user, this person should be expected to be the "leader" of the group, as that person has way more space to maneuver.

A fraction of puzzles in a room can't be viewed or engaged with from a seated position so we can also alter the room and remove wooden panels if required to make the room more accessible.

### Deep Space Brig

DSB is a lot more spacious than our other rooms, however, on entry to the room there is a small 30cm step leading into the main part of the experience. We have constructed a ramp to allow wheelchairs to be pushed up into the room, however it needs to be removed for the door to be closed.

This means that when the game starts there won't be a ramp there and there's a lowered part of the room where a distracted wheelchair user could tumble into, we have identified this on our risk assessment.

There is yellow hazard tape to communicate this edge, and a conversation with the party in question about how they are going to avoid this hazard must be had. As a result we have accepted this as very low risk.

One puzzle in this room would be impossible to complete with anyone who can't change their vertical height by ducking or crouching, there are other puzzles to complete at this point though, so a wheelchair user won't feel left out.

### Mutiny

As players are handcuffed in mutiny we suggest wheelchair users go into a different room.

However we have had a group of wheelchair users go into mutiny in the past and they had fun. Rather than attaching the handcuffs to their hands, we attached them to their chairs, and we identified a padlock that they weren't allowed to touch until they had solved a certain puzzle (as reaching restrictions is baked into the room).

### Photosensitive epilepsy

#### Meltdown!

This room contains a strobe light. The strobe light has a frequency range of 1 – 10 Hz. It is used for a maximum of 3 minutes. The strobe light is turned on and off by plugging it in, so it is not random and the players control when it is on. The idea is that you use a strobe light to manipulate something in the room into becoming visible, and solve a puzzle on that basis. The light is directed into the corner of the room, which is shielded by a piece of wood (however not fully, some strobe will bleed into the room a little.

The effect can be lessened by leaving on the main light into the room and the affected person completes another task which is in the opposite corner in the room, facing away from the strobe. People with mild epilepsy have informed me that this was a good solution however I am not a doctor and my customers know their own ailments better so it is up to them to decide.

If players prefer not to take the risk, the strobe light can be completely removed and a workaround can be placed in the room so that the puzzle can still be solved without strobing.

The room also involves the light being switched on and off at approximately 1 minute intervals about 6 to 10 times (depending on the speed and consistency of the team solving puzzles). Players are in control of when the light is switched off.

### Deep Space Brig

If you're not running the "scare free" mode, then the lights will flicker on and off at times. Tell us on arrival if anyone has photosensitive epilepsy.

## Mutiny

There are no strobing lights in this room.

## Colour blindness

In our rooms, color is integral to solving puzzles. We acknowledge that a few puzzles may pose challenges for players with color blindness if they enter without someone with color vision. We apologize for any inconvenience this may cause and are actively working on providing supplementary materials to assist players with color blindness in the near future!

## Alcohol/behavior

Due to the other tenants in my building having children on site, our policy is that anyone clearly under the heavy influence of alcohol will not be permitted to enter the building. No refund will be issued.

The furniture is designed to be hardy and the games will not break with normal usage. However being too heavy handed can break things and cause delays later on in the day.

Anyone climbing or using inappropriate force will be warned and asked to leave if the behavior continues.

## Punctuality

It's a good idea that everyone in the group is aware where and when they need to arrive for the booking. This involves sharing maps, pins, postcodes etc.

If single members end up being late then we can let them join the group after the fact, however this doesn't really work in the mutiny room as there is a very specific setup in this room (involving handcuffs etc.).

If the team is over 10 minutes late, we may make the decision to cancel the booking without a refund, however, we may be able to change the schedule if we have notice. Get in touch and we will let you know how flexible we can be but be prepared for disappointment, especially if it's a busy time.

We often meet late customers in the middle by saying that all games have to end 70 minutes after the start time, for example, if you arrive 15 minutes after your booking time, then we take 5 minutes doing the briefing so you enter the room 20 minutes after the stated arrival time, that would mean you get 50 minutes to complete the experience rather than 60 minutes. We often increase the frequency of clues to make up for this.

If you're late, call us, most of the time we can be flexible but not always. Please understand, if we say no, it's because of overlap with other bookings and COVID procedures. We don't enjoy the 'you've missed your booking' conversation either, so please make sure everyone is on time!

## Cancellation/amendments/refunds

**UPDATE:** As of Summer 2022, the prevalence of no-shows and last-minute cancellations have forced us to have a zero-flexibility approach to cancellations with less than 48 hours notice. We appreciate that sometimes illness, traffic, emergencies etc. happen but we ask customers to understand that every booking that is made could stop another customer from booking in themselves, so last-minute cancellations cause lost revenue, and we have staff and overheads to cover.

As this is a live escape experience, we cannot accept cancellations made less than 48 hours before the scheduled start time of the booking. If you need to cancel or reschedule, please call Liam on 07725267479. Cancellation requests made with more than 48 hours notice will be refunded on the card that was used to pay.

**Sometimes these refunds can take a long time to arrive back in bank accounts. Sometimes it takes 2 days, sometimes it takes 2 weeks. This is a problem with Square, our payment provider. We can send a confirmation when we have made a request for a payment to be refunded, once we have done this, the timeliness of the refund is out of our hands.**

The above rule also applies to amendments (e.g. if one member does not turn up). The Lockup does not keep cash on site, therefore last-minute cash refunds are not possible

If you want to bring an extra member, please let us know so the rooms can be modified to accommodate them. Be prepared to pay the difference on arrival via cash or card.