

Terms and Conditions

1. General

- 1.1. Refugium Immendingen is a company that offers live escape games, board games, café, seminar room and coworking space.
- 1.2. Live Escape Games is an interactive event in which visitors engage in different roles and solve puzzles in realistic spaces. Searching for hints and mastering the tasks requires i.d.R. Ingenuity, strategic and combinatorial thinking, as well as close cooperation between the individual members of a team.
- 1.3. These general terms and conditions apply to all customers and persons who book a room with us and use our services. Once you enter our premises, you agree to these Terms and Conditions.
- 1.4. If you do not agree with the terms and conditions, you will not be able to participate in the game. The validity of these terms and conditions extends to all civil law related to our facility and its use.

2. Services

- 2.1. The duration of the live escape game is 60 minutes.
- 2.2. Children under 18 must be accompanied by an adult or bring a declaration of consent. Refugium Immendingen reserves the right to prohibit access without further explanation. Unless otherwise specified, tickets can not be exchanged for other offers, promotions or cash and can only be redeemed at the attraction listed.
- 2.3. Refugium Immendingen reserves the right to change, close or remove elements for technical, operational or other reasons without prior notice. In such cases no refund of the entrance fee can be made.

3. Members

- 3.1. Escape Games are not suitable for people with health problems. Any medical problems must be indicated in advance by the respective player. Participants who suffer from claustrophobia, panic attacks, asthma, heart disease, infectious diseases or other health conditions are advised against participation in the game.
- 3.2. The participants acknowledge that the door of the game room is closed for the duration of the game (the door will not be completed) and that this only opens after the tasks have been solved. In justified cases, the door can be opened prematurely.
- 3.3. However, leaving the room will generally result in a break in the game unless it was required to leave. It is important to leave, for example, in case of unpredictable health problems of a participant, a fire alarm or similar events.
- 3.4. The participants have to follow the instructions of the game director.
- 3.5. Photography or filming in the game rooms is prohibited.
- 3.6. All solutions and solutions, tasks of puzzles or tests of the game are to be considered as trade secrets.
- 3.7. The players must have arrived at the booked time at least 15 minutes before in the rooms of Refugium Immendingen. The playing time starts from the indicated times. Delays must be reported to Refugium Immendingen and can only be considered if sufficient free time is available, otherwise the delay will be deducted from the game time or the appointment canceled. A refund of the entrance fee is not possible.
- 3.8. The customer may not bring food and drinks to events.
- 3.9. Under the influence of drugs, alcohol or strong drugs, entering and participating in the escape games and entering our premises is prohibited.

4. Booking

- 4.1. Participation in the offered live escape games is bound to a booking. A booking is made via our booking portal on the website www.refugium-immendingen.de (online booking is possible up to 14 hours before the chosen time), by phone or on site at Refugium Immendingen and will be confirmed via e-mail. The customer submits a

binding application to conclude the contract via the "book with a fee" button. The customer can print and save the terms and conditions via his browser. If problems occur when sending the confirmation email, please contact us immediately.

- 4.2. At the time of booking, the person must be at least 18 years old.
- 4.3. The booking confirmation only and exclusively authorizes the visit of the booked event on the specified date.
- 4.4. Refugium Immendingen ensures that the data of participants without their written permission to third parties are not disclosed, if and insofar as this is not necessary for the execution of the event and accounting.
- 4.5. Refugium Immendingen ensures that customer information is treated confidentially in accordance with the Privacy Policy.

5. Payment

- 5.1. A booking is required to pay for the booked game. The prices listed on the website www.refugium-immendingen.de apply at the time of booking. All prices are final and include the legal value added tax.
- 5.2. The customer has online only the possibility to pay for the booking via the payment service PayPal. Further payment methods are not offered online.
- 5.3. In addition, the invoice amount can be paid in cash at the offices of Refugium Immendingen before the game starts or by card payment (MasterCard, Visa, American Express, Maestro, V Pay, Visa Electron, JCB, Diners Club, China Union Pay, Discover). In addition, contactless payments with NFC cards and payments via NFC-enabled smartphones with Apple Pay and Google Pay are possible.

6. Cancellation & Transfer

- 6.1. Refugium Immendingen reserves the right to cancel or rebook confirmed Live Escape Game dates without giving reasons and without any time restrictions. If a payment has already been made in this case, the Live Escape Game can be made up for later.
- 6.2. With the service of Refugium Immendingen, to book a game event on a specific date, offers Refugium Immendingen services in the field of leisure events. On this the distance selling law according to § 312g paragraph 2 no. 9 BGB does not apply. This means that there is no right of withdrawal regarding your declaration of intent regarding the booked game event. Each booking is binding and obligatory for payment. Since it is a live event and the rooms are specially prepared and blocked for each booking, Refugium Immendingen can in individual cases make schedule changes possible; please contact us immediately.
- 6.3. You have the possibility to rebook the appointment free of charge up to 72 hours before the start of the game. For this, a simple mail to info@refugium-immendingen.de, this must be reconfirmed by us. For groups of 15 persons or 3 rooms cancellation is required 5 days in advance. Participation in the Live Escape Game can be canceled or rebooked without giving reasons up to 72 hours before the start of the game. This requires a message via e-mail.
- 6.4. If cancellation or rebooking occurs within 72 hours of the start of the game, Refugium Immendingen reserves the right to charge 50% of the event price.

7. Vouchers

- 7.1. Each coupon can only be used once and can be used for our entire offer. A cash payment of vouchers is not possible.
- 7.2. Vouchers are indefinitely redeemable and do not lose their validity.
- 7.3. The price for a voucher is payable by bank transfer, in cash on the spot or PayPal, only after receipt of payment the voucher will be issued. When delivering by mail, a shipping fee of 1, - € will be charged.
- 7.4. The value applies in each case including the currently valid VAT.

8. Recording

- 8.1. Photos of the participants may be published "except in case of opposition" for advertising purposes.
- 8.2. During the game the room will be monitored live. These video recordings are not saved.
- 8.3. We reserve the right to publish photos created by us, unless expressly desired otherwise.

9. Technical equipment and connections

- 9.1. The use of the customer's own electrical systems using the power grid of Refugium Immendingen requires its approval. Disruptions or damage to the technical equipment of Refugium Immendingen arising from the use of these devices are to the account of the customer, as far as Refugium Immendingen is not responsible for them. The electricity costs arising from the use can be calculated and calculated by Refugium Immendingen on a flat-rate basis.

10. Liability

- 10.1. Customer claims for compensation are excluded. This does not apply to claims for damages of the customer resulting from injury to life, limb, health or material breach of contract (cardinal obligations) as well as liability for other damages resulting from intentional or grossly negligent breach of duty by Refugium Immendingen, its legal representatives or vicarious agents based. Compensation is excluded, as far as it is not based on intent or gross negligence of the organizer or its vicarious agents.
- 10.2. Refugium Immendingen is not liable for lost wardrobe or for lost or lost valuables. The organizer assumes no liability in this regard.
- 10.3. In case of intent or gross negligence as well as in the absence of a guaranteed property, Refugium Immendingen shall be liable without limitation.
- 10.4. Liability under the Product Liability Act and other mandatory statutory provisions remains unaffected. Refugium Immendingen shall not be liable for the delayed or even non-fulfillment of its obligations under this contract as a result of causes, events or other matters beyond its reasonable control (force majeure).
- 10.5. Participation in the game is at your own risk.
- 10.6. Theft and intentional damage to property by the customer on our premises will be reported immediately.

11. Arrival & Parking

- 11.1. Please make sure you have directions from Refugium Immendingen. Arrival information can be found on our website at: <https://www.refugium-immendingen.de/kontakt>
- 11.2. Please inform yourself about parking possibilities. Parking is always at the risk of the vehicle owner.

12. Severability clause

- 12.1. Insofar as individual provisions of these terms and conditions are or become ineffective, the validity of the remaining provisions shall not be affected thereby. The invalid provision shall be replaced by such permissible provision which comes closest to the content of the inadmissible provision.
- 12.2. The invalidity of any provision of these Terms and Conditions has no effect on the validity of the remaining provisions.
- 12.3. The contract is written in German. The further implementation of the contractual relationship takes place in German. It exclusively applies the law of the Federal Republic of Germany under exclusion of the UN sales law.
- 12.4. In addition, the applicable statutory provisions apply to local and international jurisdiction.