

TERMS AND CONDITIONS OF BOOKING

IMPORTANT please read before booking an event with Haunted Places Paranormal Investigations

Personal Data - By Booking one of HPPI's Events you are agreeing to us holding your Personal Data on file, rest assured we do not pass any personal details on to third parties.

COVID-19 UPDATE – All guests attending any of HPPI's events will be required to take a **Lateral Flow Test** before attending an event, Your **NEGATIVE** lateral flow test result should be uploaded to gov.uk website as per the instruction in your test kit. You will receive a text, email or notification on the NHS App, which you will be required to send to us prior to attending the event. Failure to do so will mean no entry to the investigation, with no refund payable. A member of HPPI will be in contact with you prior to your chosen event with instructions. Mask's must be worn in area's where Social Distancing is not possible and when moving around the location.

1. Booking Agreement:

By booking any event, the participant(s) agree to all terms and conditions as laid out below. Once we have received your Booking Request (Deposit) a Completed Booking Form must be received within 5 days of booking, If paying by a Payment Plan, this will be confirmed by an e-mail stating the dates that each payment is due by. Full payment must be received by 10 working days prior to Event. All on-line payments incur a booking fee as stated when booking. Ticket will be sent out one week prior to investigation via E-mail. Failure to complete a Booking Form prior to trying to attend your chosen event will mean your place/s will be cancelled with NO Refund.

2. Health and Safety:

Aspects of the event must always be adhered to. Haunted Places will not be responsible for any physical, psychological and long-term illness or injuries, or death as a result from attending any event. Investigating the uncharted world of the paranormal can be hazardous and dangerous so all clients attend at their own risk. We DO NOT allow pregnant ladies on any of our investigations, this is non-negotiable. Attendees must always stay with their group and not take it upon themselves to wonder off. HPPI will have done a thorough Risk Assessment prior to the event; therefore, there may be certain areas which are cordoned off for the safety of the attendees. Anybody who does not follow these rules will be asked to leave.

3. Alcohol/Drugs:

No alcohol or drugs are allowed at the event. Anyone arriving under the influence will be asked to leave. Anyone suspected of bringing alcohol and/or drugs will also be asked to leave. (The above "rule" is for your own and others safety). If we are investigating a Public House, we will allow minimal alcohol consumption before the event.

4. Age Limit:

Any person attending one of HPPI's Investigations must be between the ages of 18 years – 70 years of age, this is for Insurance purposes. We have the right to ask for ID to be shown on the night if we believe that anyone is under the legal age of 18. Over 70 may only attend if an Insurance Waiver is signed.

5. Limited Mobility:

Some venues may not be suitable for guests with Limited Mobility; therefore, a Waiver of Insurance Form will need to be signed by the purchaser before they will be able to attend the Investigation. If at the event it is obvious that a guest does have Limited Mobility, a member of HPPI will ask them to sign the Insurance Waiver before the event starts. Refusal will result in the guest not being able to attend the event.

6. Smoking

There is a NO smoking / Electronic Cigarette policy on ALL events and on some events, there is a No Smoking Policy within the grounds. The team will advise on the smoking areas. Please also ensure that no candles or other fire hazards are used during your stay unless provided by Haunted Places.

7. Clothing:

Have adequate warm clothing; many locations can be quite cold in the middle of the night. Depending on the location, there may not be any showering or shaving facilities.

8. Stories about Location:

Please note that all stories about the location are not fabricated however we cannot guarantee that paranormal activity will take place on the night you stay. Spirits and ghosts have free will, as we do.

9. Chairs:

These are usually provided for you to sit on unless you are in an area that chairs are not able to be brought to, but bring your own sleeping bags etc. should you want to try to have some sleep. However, bear in mind that other clients will be investigating so it is doubtful that it will be quiet or private. In our experience not many people sleep on an Investigation. This only applies if sleeping is available at the location.

10. Liability:

Haunted Places Paranormal Investigation will take every precaution to notify you, in advance, of any health and safety requirements. When investigating the world of the paranormal it can be hazardous and dangerous and could cause physical, psychological and long-term illness or injuries, accordingly we advise you to take caution. With respect of all other loss or damage which you may suffer or incur in connection with the attendance at the Event, including that arising from any 'poltergeist' activity, our liability shall be limited to that caused by a natural and reasonably foreseeable consequence for which we are at fault or negligent. Nothing in these Terms are intended to affect your legal or statutory rights.

11. Property:

You are asked to take all reasonable care when attending an Event not to cause any damage to the property, its contents and to other persons. Where we suffer any liability claim whatsoever as a result of your actions, we shall be entitled to seek compensation from you equivalent to the amount of any claim or action that may be brought in relation to any loss or damage caused or suffered by your actions.

12. Waiver Forms:

From time to time, we may be asked by the venue to sign a Waiver Form this is in respect of the Venues Liability Insurance to agree that we as a group are not covered under their insurance.

13. Accommodation:

We always advise that you secure further accommodation for the following day/night or book transport home due to tiredness caused by the event. We cannot accept any responsibility for any accidents or incidents caused after the event.

14. Refunds:

Occasionally, events are cancelled or postponed by Haunted Places due to weather conditions or situations that are out of our control. If this occurs, Haunted Places will make every effort to ensure you receive a prompt refund of payment, less booking fees. If a Payment Deadline is missed your place/s on the event will be cancelled without a refund of the deposit. If the event is moved or rescheduled, Haunted Places may set refund limitations. Cancellations on your part from 42-0 days of an event will result in no refund; cancellations over 42 days of an event will only be refunded at 50%, included in the payment is a deposit, all deposits are non-refundable and non-transferable, i.e. £45 will be refunded as £12.50 this is to cover our administration and deposit charges to our host locations. Tickets are also non-transferable. If an event is cancelled once it has started, no refund will be given.

15. Changes to Terms & Conditions:

Haunted Places reserve the right to change, add or amend these terms and conditions at any time. Haunted Places also reserve the right to change, add or amend any part of any event at any time.

16. Clothing and belongings:

Haunted Places are not responsible for any change of clothing that may be required. If you are of a nervous disposition before the event, please make yourself aware to a team member. We will always keep a watchful eye on you and give you assurance.

17. Medium:

On the odd occasion our Medium may not be available for an investigation even though it has been advertised as a medium attending, however, sometimes there may be circumstances which are beyond our control that prevents this happening.