

Beyond Breakout Terms and Conditions Covid Safety

PLEASE MAKE SURE ALL MEMBERS OF YOUR TEAM ARE AWARE OF OUR REQUIREMENTS BELOW IN RESPECT OF CORONAVIRUS PRIOR TO ARRIVAL.

The information below sets out the requirements that have been put in place in order to comply with the Government's guidance which permits escape rooms to open. Please make sure all members of your team are aware of these requirements.

- If any member of your team is unwell or showing any symptoms of Covid-19, you must not enter our premises. Please contact us by telephone or email, and we will happily re arrange your game.
- In accordance with Welsh government guidelines, all members of your team must be from the same household or bubble.
- Please arrive at the time that you are expected. We are operating a system where only one team will be in our reception at any one time, due to extra cleaning time needed in between games we have scheduled our games start times to ensure that there are no group crossovers.
- If you are late, we may have to cancel your game with no refund. It is important for the safety of our staff and other customers that we have sufficient time to clean all parts of a room before the next game, so we cannot start games late. If your team arrives early, whilst we are thrilled to see you, we may have to ask you to leave the building until your allocated time, to allow us to clean communal areas.
- You will be required to sanitise your hands on arrival.
- Following Welsh Government guidelines, ALL players are required to wear a mask for the duration of the game, please bring your own, or we can provide you with one for a small charge. We can not dispose of masks for customers
- Our rooms are thoroughly cleaned between games using appropriate cleaning solutions, including locks, handles, props and surfaces, as are the common touch points in our reception area.
- Please use the toilet before arrival.
- On arrival, as required by the Government's track and trace system, we will confirm your team's contact details, and these details will be kept for 21 days after the game has been played. By booking, you are giving us your consent to share these details with the Governments Track and Trace system if requested.
- For the protection of our staff and other customers, refusal to follow our Covid safety requirements, will result in your booking being cancelled and no refund being given.