

### **To reduce Queuing Times**

We will endeavor to have tours leave as per their dedicated departure time. Tour departure times are confirmed at the time of ticket purchase. Important Note: it is your responsibility to arrive at least 15 minutes prior to your tour departure time. If you are late and miss the departure time of the tour your or your group had been booked in for then you may forfeit all rights to entry and not be eligible for a refund.

### **Upon Arrival**

If you have booked your tickets through a box office collection, do not queue at the Ticket Office. All box office tickets should be collected from Guest Services. It is your responsibility to bring with you the same credit or debit card that was used to pay for the tickets - failure to do this will mean tickets although paid for cannot be issued to you and you will not be allowed to enter. No refund will be given.

- No ticket, no tour.
- All tickets are non-refundable.
- Twilight Tour - no children without a responsible adult aged 18 or above.
- Extreme Tour - no under 14's without a responsible adult aged 18 or above.
- Smile, you're on camera.

Whilst in the attraction we will be carrying out filming and photography for the purpose of security, monitoring quality and marketing. These recordings may feature guest images or voices. By entering the attraction you irrevocably waive all rights in these recordings and agree that we may use them in perpetuity and without limitation in any promotional, advertising or publicity material in any format whatsoever without payment, notification or credit to you. You further agree that all copyright within these recordings lies solely with Imaginative Productions Ltd.

The Scream Factory Event will operate in all weather conditions; you must wear sensible clothing and footwear and be prepared for potentially wet, slippery and muddy conditions.

**Important, Please Note:** The tour departure time means the time at which you should be at the Tour Departure Entrance. If you have a 7:05pm Tour Departure Time on your ticket, you **may not** arrive at the Tour Departure Entrance after 7:10pm. If you have a 7:15pm Tour Departure Time on your ticket, you **may not** arrive at the entrance after 7:20pm, and so on.

**Management reserve the right to refuse entry to anyone.**

### **WARNINGS & DISCLAIMERS**

Imaginative Productions Ltd reserves the right to refuse admission to anyone. You may experience intense audio, lighting, extreme low light visibility, fog/mist effects, damp or wet slippery underfoot conditions, special effects, sudden actions, trip hazards, confined spaces, getting wet, scenes of dismemberment

and torture. You should NOT ENTER the attraction if you suffer from asthma, heart conditions, prone to seizures, physical ailments, respiratory or associated medical problems, or are pregnant or suffer from any form of mental condition including claustrophobia or have any type of physical limitation or have fitted to your person any form of cast or brace.

**DO NOT ENTER** the attraction if you are under the influence of alcohol or using drugs of any type. You will not be admitted if any of these conditions are noticed by our staff.

**DO NOT ENTER IF YOU SUFFER FROM ASTHMA, HEART CONDITIONS, SEIZURES OR ANY TYPE OF MENTAL, PHYSICAL, RESPIRATORY AND/OR MEDICAL CONDISHION.**

DO NOT smoke, run, eat or drink inside the attraction. Additionally there is no touching of actors, other patrons, sets or props inside the attraction. No video or flash photography may be taken inside the attraction. No naked flames, torches or any device producing light including mobile phones are to be illuminated within the Scare Zones. We reserve the right to ask anyone to leave the site if it deemed they pose a nuisance, danger or their conduct is disorderly or threatening towards other patrons or staff.

**THERE ARE NO REFUNDS! ENTER AT YOUR OWN RISK!**

Your ticket is a revocable license and may be taken and admission refused upon refund of purchase price. Holder of this ticket understands that there is inherent risk involved in attending The Scream Factory Event. Holder voluntarily assumes all risks and dangers associated with participation in The Scream Factory Event. In consideration and acceptance of entrance into The Scream Factory Event the holder agrees to release the operator, its parent corporations, affiliates, officers, directors, employees and landlord from any liability, harm, injury or death, cost or expense whatsoever that may arise directly or indirectly from attending The Scream Factory Event or any of the attractions at this location.