

Frequently asked questions - LIVE ROOM ESCAPE

Please make sure that you arrive on time. The best is to arrive a few minutes earlier. Make sure you don't arrive too early though, because we might be too busy to let you in, so there is no point in buzzing up 10-15 minutes before to your scheduled time. Make sure you check the exact location beforehand because it's easy to get lost. If you're late, you might not be able to play, as our booking schedule is very tight and one late finish will affect the entire schedule.

If you have any question, please refer to F.A.Q. before contacting us via telephone.

"I'm interested in franchising."

Our company is present in 3 continents. If you are interested in joining our franchise, please contact us at info@paniqroom.com.au for further information and our colleague will contact you within two working days.

"I'd like to make a booking."

You can book ONLY via our booking system (\$80 booking deposit required!). We do not accept bookings via phone or email. No need to be scared of receiving tons of newsletters either. You can track and modify your booking in the system. You can check the available slots in the system.

"Is everything ok with my booking? Can we go for sure?"

You will get a confirmation email about the details of your booking. (Check your SPAM folder too!)

"How can I cancel my reservation?"

Change of Booking and Cancellation policy

No refund for any cancellations made less than 2 days in advance or in the case of a no-show.

\$10 cancellation fee still applies if the cancellation is made 2 or more days in advance.

But you are allowed 2 changes of your booking if your request is made 48 hrs in advance.

You can change or cancel your booking through the confirmation email. (Look for the orange box/link!)

"I'd like to give "freedom" as a gift"

You can buy a gift voucher through our website! (Home page, click on buy a gift voucher now!)

We can send a nice hardcopy by email or you can collect in our shop on the Rocks after you purchased a voucher!

Please don't forget to bring the voucher along; otherwise you won't be able to play. This adventure is much more interesting when played in big teams. Obviously, it is possible to go

through in pair as well, but teamwork adds more excitement. If it's more convenient, you may pay via bank transfer as well.

"How much does it cost? What are the payment options?"

The prices are:

2-3 people: 40 AUD pp

4-5 people: 35 AUD pp

6-8 people: 30 AUD pp

9+ people: please email us for a special price!

You will need to pay \$80 deposit per room through the booking process on our website!

The rest can be paid in Cash or Card payment on the spot.

"We would like to organize a big corporate team building event"

The maximum capacity of our rooms are 20 people in three rooms! We will split the group into smaller teams for 6, 6 and 8 people. If you wish to reserve for larger group, contact us via info@paniqroom.com.au. Also we have a special price for 10+ groups

"Is there an age limit?"

This adventure can be fun for everyone but may be too difficult for under 12 year of age so we do recommend parent(s) in each room(s). Nobody will encounter disgusting or outrageous objects.

"How many of us can play at the same time and what are the possibilities?"

Each rooms is suitable for different number of people. In order to decide, please read the detailed room listing, but generally speaking our three rooms are suitable for 2-20 people. (Supercell 117: Max 6 people, Military Bunker: Max 8 people, SEN3ES Max 6 people)

"There are many of us and we would like to reserve more slots, but there is a shift in the time schedule of the rooms."

If you wish to start together with all teams it is possible but please contact us by email: info@paniqroom.com.au.

You will need to arrive 5 minutes (not more!) before the earliest time slot.

"What is the difference between the rooms?"

The rooms are different in their atmosphere and tasks. Neither is better than the other. Therefore our operator simply cannot answer the question "Which is the best room?" Read the information and decide. Who tires one room, will most probably come back to try the rest.

"Do the rooms remain the same, or will there be any change in a given room if I come back later?"

The rooms remain always the same, no alterations. There are several people who did not manage to escape, but will come back to try again.

"Is it suitable for foreigners? Is language knowledge necessary?"

Yes, it is necessary. The rooms operate in English; all tasks are written in this languages.

"What about pregnant women and those with heart condition? Is there any contraindication?"

Absolutely no contraindications. This game is not about scaring the hell out of you. However if you have a heart condition, please advise, so we can remove the few "sudden things" which are to increase the adrenalin level.

"Is there a snake in the room?"

No, there isn't!

"Can we have more players than the maximum allowed in the rooms?"

No, unfortunately we can not let more people in to the rooms! Supercell 117 max 6 players, Military Bunker max 8 players and SEN3ES max 6 players! There is not enough room, air and puzzles!

"What is your Change of Booking and Cancellation policy?"

No refund for any cancellations made less than 2 days in advance or in the case of a no-show.

\$10 cancellation fee still applies if the cancellation is made 2 or more days in advance.

But you are allowed 2 changes of your booking if your request is made 48 hrs in advance.

"Do I need my reading glasses?"

Yes if you have please bring them with you ... who knows ... you may find the light switch in the room!?! ;-)

FOR MORE INFORMATION PLEASE CONTACT US!

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