**Terms and Conditions For The Occult Room**

1. No persons under the age of 18 are permitted to attend any events with The Occult Hauntings. **We do permit 16 plus if they are accompanied by an adult**
2. Each client will act in a responsible manner and respect the needs of others. You will not cause harm or injury to anyone else or put yourself or anyone else in danger. You will respect the nature of the event and behave accordingly. When leaving the event you will ensure that due to the lateness of the hour you will respect the needs of nearby residents by leaving quietly and quickly.
3. Absolutely no alcohol or drugs are permitted within The Occult Room. If anyone appears to be under the influence of alcohol or drugs and/or is suspected of bringing either alcohol or drugs to the event they will be asked to leave immediately and will not be refunded for any part of monies paid for the event. The staff at The Occult Room will use their own discretion and have the ultimate decision to evict anyone whom they consider to be behaving in an inappropriate manner due to alcohol or drugs. - The only exception to this will be on our ghost suppers where a limited amount of alcohol will be served.
4. There are strict laws on smoking indoors and The Occult Family do not allow anyone to smoke or to bring any naked flames into The Occult Room. This includes candles and matches. Our team will not be using candles for experimental purposes due to the safety hazards. Designated areas for Smoking will be assigned.
5. Unless otherwise stated (Overnight stay events) there are no sleeping facilities at our events.
6. The Occult Family will not be liable for any damage or loss to property and personal equipment either on the journey to the event, during the event and on the journey back home from the event. This includes any damage that may be caused by any spiritual or poltergeist activity during the event.
7. It is important that each client is aware that they enter The Occult Room at their own risk. The Occult Family accept no liability for any accident/incident/injury to a client which occurs from not adhering to our behaviour policy or any element within it. The Occult Family attempts to foresee any potential problems or hazards in order to eliminate them before the event. Although The Occult Family has its own public liability insurance some of our policies may not be covered due to the fact that some of the location boundaries are beyond the normal public access categories, therefore guests attend at their own risk.
8. By accepting and agreeing with these terms and conditions you are further indemnifying the promoters/organisers/individuals from and against all legal liability in respect of any claims, damages, costs, penalties, actions, demands, proceedings, any kind of legal suits, losses or expenses amounted in respect of or arising out of the injury to or the death of any person, or persons, or damage to any property arising from the clients participation and involvement in the event or activity or premises pertaining to the event.
9. The Occult Family accepts no responsibility for any clothing, equipment, damage to vehicles, parking fines, clamping of vehicles. All property and effects belonging to you are your responsibility and we would urge you to protect your property and keep all said articles safe whilst attending the event.
10. There are occasions when events are cancelled due to circumstances beyond the control of The Occult Family. The Occult Family will endeavour to reschedule the event with more than one choice of date. If you are unable to make the rescheduled date then we will refund you the money owed. We will endeavour to ensure that every client is made aware of a cancelled event as soon as possible. However, if this has not been possible, The Occult Family will not refund any expenses incurred due to the cancellation of an event, this includes travel and hotel expenses. **We advise that if booking a hotel or B&B, you check to ensure that there is a late cancellation policy available to avoid any additional costs should we need to cancel any of our events.**
11. When any part of an event is in the open air it is obviously going to be affected by the weather conditions. Although in very rare circumstances this would not have an effect on the event, if it does The Occult Family reserves the right to move the event into covered conditions. However, whilst as stated this is very rare, it is the responsibility of the client to ensure that they are wearing appropriate clothing and are protected against the weather. In the event of severe adverse weather conditions The Occult Family reserve the right to cancel an event. As much notice as possible will be given to guests prior to travelling to the event. However, if the weather is such that any member of the The Occult Family Team is unable to reach the event then The Occult Family will deem the event to be inaccessible and therefore cancelled. This may happen as late as guests travelling en route to the event. The Occult Family, will, however, endeavour to ensure that this is the last option taken and will always work towards the event going ahead as planned.
12. The Occult Family only use responsible and reputable mediums and paranormal investigators. However, they can only offer you their own perspective and this should be considered when deciphering information. You are responsible for making your own decisions about what you are experiencing and act according to your own beliefs not the beliefs of others. The Occult Family recognise that statements are the sole opinion of the medium, host, or investigator and not a reflection of The Family Hauntings policies and opinions. There are no guarantees in relation to what is truth and what may be an offered opinion.
13. Any information that we may receive from you or that is requested by us in relation to names, addresses, email addresses or contact telephone numbers is sensitive and will not be used for any purposes other than to be incorporated into our database for The Occult Family Nights as per new legislation in GDPR laws.
14. The Occult Room is an investigation room. This means that you become the investigators alongside us for the event and we rarely use mediums or psychics. Occasionally we may offer a psychic perspective on what may be happening or an opinion based on a team member's experience. However, this is only the opinion of the team member and not the opinion of the company itself. It is up to you to form your own opinion of what may or may not be happening during an event from a paranormal perspective.
15. The Occult Room has demonstrated paranormal activity witnessed and recorded by ourselves and others. It is impossible to guarantee what activity may occur during an event. This may be minimal or very intense resulting in injury to yourself or your clothing due to paranormal activity. The Occult Family accept no responsibility for whatever may occur as a result of any paranormal activity. It also accepts no responsibility if minimal or no activity is experienced on an event.
16. The Occult Family suggest that due to the lateness of the investigation you make arrangements that ensure you are not too tired to drive and perhaps book into a hotel or guest house prior to the event. Remember Tiredness Can Kill.
17. These terms and conditions are non-negotiable and your booking of an event demonstrates their acceptance by you, the client. These conditions and any contract into which they are incorporated shall be subject to English Law and the exclusive jurisdiction of the Courts of England.
18. The Occult Family will endeavour to ensure that your time spent at the location is fruitful and rewarding and between us we should all have an experience that will not be forgotten.
19. The use of cameras, filming and recording equipment is permitted on our events subject to limitations. Before commencing video or audio capture you must advise anybody being recorded so that they are aware and have the choice not to be included.

**CANCELLATIONS BY US**

We can cancel a Occult Room event at any time for any reason at our own discretion. We can particularly cancel an event if not enough customers have booked to make in financially viable to operate. If we have to cancel, we will tell you as soon as reasonably possible. In these circumstances we will move your booking to another event of your choice or to another event completely, or give a refund of the money you are owed. We will have no other liability whatsoever to you. This includes refunds on any hotel bookings or refunds on any travel arrangements or other costs incurred relating to the cancelled event. **We advise that if booking a hotel or B&B, you check to ensure that there is a late cancellation policy available to avoid any additional costs should we need to cancel any of our events.**

**CANCELLATIONS AND REFUNDS**

It is your responsibility at the time of booking to ensure that you are able to make the event date as The Occult Family cannot offer a refund or transfer your places if you are unable to attend. All payments are non-refundable and non-transferable. Deposit payment options will secure your place(s) on the event but the balance payment should be made no later than 4 weeks prior to the event. If the balance payment is not received by the due date your places will be put back up for sale and deposit payment lost. Once the balance payment is made this payment cannot be refunded nor can your booking transferred to another date or a different event if you cannot attend. You must let us know if you are unable to attend an event up to the time of the event as the team will be waiting for you to arrive.

**BEHAVIOUR POLICY**

We want all of our guests to enjoy our events and to feel safe at all times. We know that one disruptive guest can have an adverse effect on any event. We would therefore ask you to please read and agree to the terms set out in this policy and also to share this with those in your booking:

No disrespectful behaviour will be tolerated as this has a detrimental impact on the event and the other guests. Any behaviour deemed disrespectful or inappropriate will be dealt with swiftly and the person or people concerned will be removed from the event regardless of any transport difficulties or adverse weather conditions. **ABSOLUTELY NO ALCOHOL OR DRUGS ARE TO BE CONSUMED PRIOR TO OR DURING THE EVENT**. There is zero tolerance with this and any guest thought to be under the influence of drugs or alcohol will not be allowed to take part in the event. We do not have to prove that you are under the influence but can act accordingly if we believe this to be the case.

We would be grateful if you could contact us as soon as possible to let us know if you are unable to attend an event, even if it is on the day of event so that we are aware that you will not be arriving and can inform our staff