

# Terms and Conditions (T&C) and Game Rules – Escape Without Hints and Your Game is On Us!

## 1. Organizer of the Promotion

- The promotion is organized by: PanIQ Franchising Inc, 1968 S Coast Hwy #5560, Laguna Beach, CA 92651, [info@paniqentertainment.com](mailto:info@paniqentertainment.com) and PanIQ Trio LLC, 1968 S Coast Hwy #5560, Laguna Beach, CA 9265, [info@paniqentertainment.com](mailto:info@paniqentertainment.com)
- The promotion is available at the following escape room location(s): PanIQ Escape Room Austin - 1700 S Lamar Blvd Suite 327, Austin, TX 78704, PanIQ Escape Room New York - 39 W 32nd St 4th floor, New York, NY 10001, PanIQ Escape Room San Francisco - 2146 Mission St, San Francisco, CA 94110

## 2. Duration of the Promotion

- Start date of the promotion: September 23, 2024.
- End date of the promotion: October 7, 2024.
- The organizer reserves the right to extend or modify the duration of the promotion, with participants being notified of any changes.

## 3. Participation Requirements

- To participate in the promotion, players automatically become eligible upon making a reservation through the organizer's escape room website. However, before the game starts, they must inform the Game Master on-site whether they wish to participate in the promotion or play the room in the regular way, with the option to request hints if needed. If a player chooses to join the challenge at the start but later changes their mind, they may request hints during the game. The Game Master will also reach out if they observe the player is running out of time. In this case, the Game Master will check if assistance is needed. If the player declines help, the game will continue under the terms of the promotion. However, if the player accepts assistance, the game will proceed outside the promotion under normal conditions.
- To qualify for the promotion, the players must not have previously played the specific escape room at that location.
- **Age limit:** Participants must be over 18 years of age, or 14 years and older with parental consent, provided that at least one member of the group is 18 years old.

## 4. How to Sign Up for the Promotion

- Signing up for the promotion occurs automatically when the group makes their booking. Additionally, before the game starts, they must inform the game master on-site whether they wish to participate in the promotion or play the room in the regular way, with the option to request hints if needed.

- Participation in the promotion is voluntary, and each group can decide whether or not to join the promotion.

## 5. Prize Details

- **Prize:** The group will receive a full refund of their ticket price if they successfully escape the room without using any hints.
- If the organizer's error prevents a hint-free escape, the group will receive a second game free of charge, depending on availability, which they must play immediately. Examples of such errors include improper room reset, unsolicited hints being provided, GM oversight, or technical malfunctions (e.g., the group solves a puzzle, but the next step is not triggered). This additional game is not a voucher and cannot be redeemed later. If the group escapes the second game without hints, they will receive a full refund of the original room's ticket price. If they fail to escape the second room without hints, they will not receive a refund for the first game, but the second game will have been free.
- If availability does not allow for a second game to be played immediately, the second game must be booked on-site for a future date.
- If neither of these options is accepted, no refund will be provided as two opportunities to resolve the issue have been offered:
  1. Play the second game immediately if there is an available room.
  2. Book a future session for free on the day of the malfunction.
- **Refunds:** Refunds will be processed within 7 calendar days through the same platform used to purchase the tickets.

## 6. Winner Selection

- Winners are not selected by random draw or judging but based on the results of the gameplay. A group is considered a "winner" if they successfully escape the escape room without any hints.
- If the organizer's error prevents the group from completing the game without hints, the compensation options detailed above will apply.

## 7. Exclusions and Ineligibility

- Participants who have already played the specific room are not eligible for the promotion.
- Employees of the organizer and their immediate family members are not eligible to participate.
- If participants damage the game or otherwise gain an unfair advantage, it will be considered cheating. In this case, the participants forfeit their right to a refund and will be held financially responsible for any repairs required due to damage.

## 8. Tax Obligations

- The prize in the form of a refund is not considered a monetary prize, so participants do not have any tax obligations on the refund.

- The organizer reserves the right to provide information about tax obligations if necessary, due to changes in legislation.

## **9. Liability Disclaimer**

- The organizer is not liable for events outside of their control, such as force majeure, technical issues, or external circumstances (e.g., power outages) that affect the operation of the game.
- By participating in the promotion, participants acknowledge that the organizer cannot be held responsible for any direct or indirect damages related to the promotion.

## **10. Complaints and Legal Remedies**

- Any complaints regarding the promotion can be directed to the organizer at the following email address: [info@paniqentertainment.com](mailto:info@paniqentertainment.com).
- Participants are entitled to seek legal remedies if they believe their rights regarding the promotion have been violated.

## **11. Final Provisions**

- By participating in the promotion, participants acknowledge and accept the Terms and Conditions outlined here.
- The organizer reserves the right to modify the rules or terminate the promotion at any time.