

TERMS & CONDITIONS

Dark Encounters do their utmost to make sure any event we organise is conducted in a professional manner. It is important to us that you the consumer receive a quality product and that you enjoy our events fully. The following terms and conditions are to insure that this occurs and that you are fully aware of the nature of the events we organise. It is important for you to be aware of any restrictions, safety information and risks involved in our events before you attend. We hope you enjoy our events and if you have any feedback that you think might improve our service then please don't hesitate to contact us.

Be prepared to be scared!
The Dark Encounters Team

1. Due to the nature of some of our events the following restrictions apply:
 - Individuals under 16 years of age are **not** allowed to attend. Anyone 16 to 18 years **MUST** be accompanied with an adult.
 - If anyone arrives under the influence of alcohol or drugs and / or is suspected of bringing alcohol drinks to the event, they will be **not** be allowed to stay for the night and will be asked to leave the premises immediately.
 - We do **not** allow smoking indoors. There may well be designated smoking areas at some of our events but please be advised these are likely to be outdoors. There must be no naked flames at the locations under any circumstances.
 - Due to Health & Safety restrictions at our locations pregnant women are **not** allowed on our events.
2. Please note there are no sleeping facilities at our locations unless otherwise stated. Some of our events will have overnight facilities and this will be clearly outlined in the event itinerary sent to you after booking.
3. Dark Encounters will not be liable for any loss or damage to equipment belonging to the participants, during and after the event, even if caused by, for example, suspected poltergeist activity.
4. All luggage, clothing, equipment, vehicles and effects belonging to you or your party are your own responsibility. Dark Encounters are not responsible for the safe custody of attendee's property, for its loss, damage or theft.
5. Any event, due to take place wholly or partially in the open air is likely to be affected by unsuitable / adverse weather conditions. In this case, Dark Encounters reserve the right to relocate the event to an area which is undercover. In most cases all events take place, and it is your responsibility to bring suitable clothing to match the weather conditions for the time.
6. Throughout the event you and your party will act in a sensible manner and will not cause harm or injury to anyone else, any animal, effect of property etc.
7. Occasionally, events are cancelled or postponed by Dark Encounters due to weather conditions or situations out of our control. When this occurs, Dark Encounters will make every effort to ensure you receive a prompt refund of payment. If the event is moved or rescheduled, Dark Encounters may set refund limitations. Any expenses including travel incurred due to the cancellation of an event will not be refunded.

8. You agree that any and all services from Dark Encounters are for entertainment purposes only. We make no guarantees regarding the validity, truth, or likelihood of any and all information obtained from our employees, psychics, mediums and clairvoyants on any of our events.
Any and all statements made by our team are the sole opinion of the individual and do not reflect the opinions or policies, stated or otherwise, of Dark Encounters. No perceived predictions, opinions, information, advice or comments made by our employees, psychics, mediums or clairvoyants should be interpreted as factual or actual.
You, the Customer, are responsible for making your own decisions and it is understood that when our employees, psychics, mediums and clairvoyants suggest something to you, it is an opinion of the consultant, and should NOT be interpreted as the only course of action.
9. The Dark Encounters team have on occasion witnessed and recorded paranormal activity in various locations that you will be investigating. However, we cannot guarantee that paranormal activity will take place on the night you stay, but so far to date, our ghosts haven't disappointed. We accept no responsibility if you have to change clothing after a sighting or incident!
10. By agreeing to these terms and conditions you further indemnify the organisers / promoters from and against all legal liability in respect of any costs, claims, damages, demands, penalties, actions, proceedings, suits, losses or expenses in respect of or arising out of the injury to or the death of any person, or damage to any property arising from my participation in the activity.
11. We may like to share your results with other investigators in the future. All photos, whether in digital or physical format, videos or audio recordings should be offered to the Dark Encounters Team for use on our website. You may inadvertently appear in imagery that appears on the website or publicity materials. You hereby agree to their use.
12. All bookings must be paid in full before the event. Any booking not paid within 7 days of an event may be offered to other customers.
13. Cancellation policy. Any bookings cancelled more than 28 days prior to event date will receive a full refund. Any booking cancelled between 28 and 14 days prior to the event date will be offered a 50% refund. Any bookings cancelled less than 14 days before an event will receive no refund (as it may not be possible to fill your place).
14. All bookings made through Dark Encounters confirm your acceptance of our Terms and Conditions.