

TERMS AND CONDITIONS OF BOOKING

IMPORTANT please read before booking with Haunted Places Paranormal Investigations

1. **Booking Agreement:** By booking any event, the participant(s) agree to all terms and conditions as laid out below. Once we have received your Booking Request all payments (Deposit or Full Payment) must be received within 5 days of booking, a Booking Form must be completed and returned within 5 days of your payment via e-mail. **Full payment must be received within 10 working days prior to Event. All on-line payments incur a booking fee as stated when booking.** Ticket will be sent out one week prior to investigation via E-mail.
2. **Health and Safety** aspects of the event must be adhered to at all times. Haunted Places will not be responsible for any physical, psychological and long term illness or injuries, or death as a result from attending any event. Investigating the uncharted world of the paranormal can be hazardous and dangerous so all clients attend at their own risk. We DO NOT allow pregnant ladies on any of our investigations, this is non negotiable. *Attendees must stay with their group at all times and not take it upon themselves to wonder off. HPPI will have done a thorough Risk Assessment prior to the event; therefore there may be certain areas which are cordoned off for the safety of the attendees. Anybody who does not follow these rules will be asked to leave.*
3. **No alcohol or drugs** are allowed at the event. Anyone arriving under the influence will be asked to leave. Anyone suspected of bringing alcohol and/or drugs will also be asked to leave. (The above "rule" is for your own and others safety).
4. **Age Limit:** Any person attending one of HPPI's Investigations must be between the ages of 18 years – 70 years of age, this is for Insurance purposes.
5. There is a **NO** smoking policy indoors and on some event there is a No Smoking Policy within the grounds. The team will advise on the smoking areas. Please also ensure that no candles or other fire hazards are used during your stay unless provided by Haunted Places.
6. Have adequate warm clothing; many locations can be quite cold in the middle of the night. Depending on the location, there may not be any showering or shaving facilities.
7. Please note that all stories about the location are not fabricated however we cannot guarantee that paranormal activity will take place on the night you stay. Spirits and ghosts have free will, as we do.
8. Chairs are usually provided for you to sit on, but bring your own sleeping bags etc, should you want to try to have some sleep. However, bear in mind that other clients will be investigating so it is doubtful that it will be quiet or private. In our experience not many people sleep on a Investigation.
9. **Liability** Haunted Places Paranormal Investigation will take every precaution to notify you, in advance, of any health and safety requirements. When investigating the world of the paranormal it can be hazardous and dangerous and could cause physical, psychological and long term illness or injuries, accordingly we advise you to take caution.
 - 9.1 In respect of all other loss or damage which you may suffer or incur in connection with the attendance at the Event, including that arising from any 'poltergeist' activity, our liability shall be limited to that caused by a natural and reasonably foreseeable consequence for which we are at fault or negligent. Nothing in these Terms are intended to affect your legal or statutory rights.
 - 9.2 You are asked to take all reasonable care when attending an Event not to cause any damage to the property, its contents and to other persons. Where we suffer any liability claim whatsoever as a result of your actions, we shall be entitled to seek compensation from you equivalent to the amount of any claim or action that may be brought in relation to any loss or damage caused or suffered by your actions.
 - 9.3 From time to time we may be asked by the venue to sign a Waiver Form this is in respect of the Venues Liability Insurance to agree that we as a group are not covered under their Insurance.
10. We always advise that you secure further accommodation for the following day/night or book transport home due to tiredness caused by the event. We cannot accept any responsibility for any accidents or incidents caused after the event.
11. **Refunds** Occasionally, events are cancelled or postponed by Haunted Places due to weather conditions or situations that are out of our control. If this occurs, Haunted Places will make every effort to ensure you receive a prompt refund of payment. If the event is moved or rescheduled, Haunted Places may set refund limitations. Cancellations on your part from 42-0 days of an event will result in no refund; cancellations over 42 days of an event will only be refunded at 50%, included in the payment is a deposit, all deposits are non refundable and non transferable; i.e. £45 will be refunded as £12.50 this is to cover our administration and deposit charges to our host locations. Tickets are also non-transferable.
12. Haunted Places reserve the right to change, add or amend to these terms and conditions at any time. Haunted Places also reserve the right to change, add or amend any part of any event at any time.
13. Haunted Places are not responsible for any change of clothing that may be required. If you are of a nervous disposition before the event please make yourself aware to a team member. We will keep a watchful eye on you and give you assurances at all times.
14. On the odd occasion our Medium may not be available for an investigation even though it has been advertised as a Medium attending, however sometimes there may be circumstances which are beyond our control that prevents this happening.