



## Terms and Conditions

### General:

- The Spitfire Academy Adventure is suitable for children over the age of 5, but any children under the age of 16 must be accompanied by an adult at all times. Little ones are welcome to join the teams, please ensure they have a free ticket registered.
- Tickets you purchase are for personal use and cannot be exchanged, transferred or sold on for profit.
- Tickets for the Game are subject to availability. We keep games to a certain group size to ensure everything is safe (and fun!) for the duration of play time. When we reach capacity, we are sold out!
- Tickets must be shown on either a digital device or printed when arriving at the Game. Please ensure you have access to either of these on arrival as we will not admit customers without a valid ticket.
- By purchasing tickets, you are consenting to your email address, the number of tickets booked and your booking reference number being shared with Fire Hazard Games.
- Fire Hazard Games Ltd will email you nearer to the day of the Game with full details about the location and timings for the game that will be participating in. This will require more information from you and your team, including their email addresses.
- In the unlikely event that the Game is rescheduled, changed or moved, The RAF Museum will give you the option of either exchanging your tickets for a new date/location, or alternatively claiming a refund.
- If you decide that you are unable to make your scheduled Game, and give us at least 14 days' notice, we will try and reschedule your booking to another Game, if it is not sold out. However, in such circumstances or if this is not possible, no refund shall be payable.

## Attending the Game:

- During the course of the Game you may be subject to photo, video, and/or audio recording. We may use these recordings to enhance your experience or to provide you with a record of your experience. Subject always to your permission by signing a release on the day or clicking the relevant box on the online ticketing service, Fire Hazard may put these photos and recordings on our website or Facebook for marketing purposes.
- You need to bring a charged smartphone with a data plan in order to participate in the experience.
- The Game will involve moving between hangars and being outdoors, you should dress appropriately for the weather. You should wear comfortable footwear as you will be walking or running throughout.
- We advise you to arrive at least 15 minutes before your allocated start time. Your exact start time will be emailed to you by Fire Hazard as part of your booking confirmation pack. This pack will also give you detailed information about how the Game will run, where to go and what to wear for the game.
- If you are running late for the Game, we will do our best to get you into the game, however as the Game is fast moving, it might not always be possible.
- During the Game, you will need to comply with health and safety rules and any security requirements (including security searches for the safety of those attending the Game). Fire Hazard has the right to refuse admission or eject you in certain circumstances and these include if you are involved with physical or verbal assaults to Fire Hazard's staff, threatening, drunken or other anti-social behaviour, or carry offensive weapons or illegal or prohibited substances or make unauthorised audio, video or photographic recordings.
- We suggest keeping your valuables with you, as Fire Hazard has no responsibility whatsoever for any loss or damage of any kind suffered at or in connection with any event (including loss, damage or theft any personal property at a Game).
- We suggest that you travel light to the Game as we cannot store bags and belongings whilst you are playing the game. Please note that the start and finish points of the game may be at different locations.
- In order to ensure the best experience for all of our players we can only have a certain number of teams per game. We may, at our discretion, join single players up into a team.

If you have any questions about these terms and conditions, please contact us on [whatson@rafmuseum.org](mailto:whatson@rafmuseum.org)

