

GENERAL TERMS AND CONDITIONS OF ENTERED

ARTICLE 1: Resisting a booking and cancellation

For bookings, we apply the following cancellation rules:

- a) If the client cancels:
 - Cancel earlier than 4 weeks before the day of the activity: 100% refund in the form of a voucher.
 - Cancel between 4 weeks and 2 weeks before the day of the activity: 0% refund but free relocation of the activity.
 - Cancel less than 2 weeks before the activity or in case of a no-show (no-show on the day of the activity): 0% refund and a 100% cancellation fee will be charged.
- b) If ENTERED cancels:
 - 100% refund

The refund is always in the form of a gift certificate, and not in cash (unless ENTERED cancels). If your team ultimately consists of fewer people than booked, there is no right to a refund, even partially. If you have not yet paid the amount due for the booking, the above rules also apply: You must therefore still pay if necessary. The rules that apply when changing a booking to another date are the same as those for a cancellation.

ARTICLE 2: Arrangements during your visit

- a) ENTERED rooms adhere to a fixed schedule. For this reason, we reserve the right to refuse entry to groups arriving more than 15 minutes after the start time of the activity. ENTERED staff will assess whether the activity can still be started in case of late arrival. There is then no right to a refund (under any form).
- b) Cameras are present in the room, used by us to monitor the game: the purpose is to respect the timing of the game and ensure the safety of the participants. Therefore, when entering the room, one gives the General Conditions permission for this. The presence of the cameras were officially recorded.
- c) ENTERED reserves the right to refuse any group on a justifiable basis. This may be because persons are clearly drunk, the staff feels threatened, ... There is then no right to a refund (in any form whatsoever).
- d) Recordings of any kind, with any device whatsoever, are absolutely prohibited. Should ENTERED employees notice recordings being made in or during the game, ENTERED reserves the right to permanently stop the activity and remove or confiscate the recordings. If the recordings were shared over the Internet, compensation will be claimed.

- e) Any damage caused will be fully recovered from the perpetrator, plus EUR 50 administration fee. After all, damage to the real-life game can have a negative effect on the game experience of the teams coming after you.
- f) Any team photos taken will be posted on our Instagram. We will not put this photo online (or delete it) upon the express request of the participant(s).

ARTICLE 3: General provisions

- a) In case of any disputes, the court of ENTERED's district has jurisdiction.
- b) ENTERED is not responsible for accidents and/or thefts that may occur. We provide lockable lockers to prevent theft. Their use is at your own risk.
- c) All puzzles, riddles, game elements, game mechanics, storyline... are property of ENTERED and may not be copied or multiplied in any way.
- d) Invoices can be made upon request and are payable at the latest 14 calendar days after invoice date or on the day of the activity (earliest date applies). Any delay in payment will automatically and without notice incur interest of 2% per month for the debtor, plus an administrative charge of EUR 40.
- e) ENTERED may not be used in any communication and in any form without ENTERED's consent.
- f) We use various software to support our services, Mollie, mailchimp, ...).

We handle your personal data as stipulated in the GDPR (General Data Protection Regulation) legislation:

- Personal data requested by ENTERED will only be used for the purpose clearly defined in the software or to contact you in order to provide the best possible service:
- Personal data that you provide in order to make a booking will only be used for that purpose.
- Personal data you optionally provide in order to subscribe to our newsletter, will only be used for that purpose.
- Personal data you optionally provide to subscribe to our experience emails, will only be used for that purpose.
- Personal data that you optionally provide in order to create or participate in a schedule will only be used for that purpose.
- We do not request more data than necessary to ensure proper operation.
- We do not give or sell this information to third parties.
- You have the right to view, modify or delete this data.
- Your data are only kept digitally and are secured.
- The data you provide as a customer to book, optionally provide to subscribe to our newsletter, optionally provide to subscribe to the experience emails or optionally provide to create or participate in a schedule, are stored on separate databases and are completely separated.

- g) The booker agrees to these terms and conditions for all members of his/her team.
- h) ENTERED reserves the right to modify these terms and conditions.