

1. Lead Booker Responsibilities:

The lead booker is responsible for disseminating all information from Funicular Productions to their party, ensuring each guest comprehensively understands the experience and abides by house rules. Simultaneously, the lead booker must share relevant guest information with Funicular Productions, such as special dietary or access requirements.

2. Venue Policies:

2.1 As a licensed premises, we strictly enforce a behavioral policy. Guests demonstrating disorderly behavior or arriving in an inebriated and/or disorderly state will be denied entry.

2.2 We strictly enforce a "No Re-entry" policy. If guests leave the premises, they cannot reenter the experience.

3. Removal of Guests for Inappropriate Behavior:

In the interest of maintaining a safe and enjoyable environment, the organisers reserve the right to promptly remove any guest or audience member from the venue who engages in physical or verbal misconduct, or any behavior deemed inappropriate or violent by the venue staff.

The individual subject to removal will not be entitled to any form of refund. This decision is final and will be enforced to ensure the well-being and comfort of all attendees.

4. Health and Safety:

4.1 Attendees must adhere to all health and safety guidelines provided by the organisers and venue staff.

4.2 The organisers disclaim responsibility for any allergic reactions or health issues arising from the consumption of food and beverages during the event.

5. Intellectual Property:

All intellectual property associated with the immersive experience, including scripts, performances, and designs, is the exclusive property of the organisers.

6. Venue Rules and Regulations:

Tickets are subject to venue rules and regulations, available at [www.themurderexpress.com/faqs](http://www.themurderexpress.com/faqs)

7. Ticket Verification and Corrections:

Verify your tickets and details for accuracy before finalising your booking, as

mistakes may not be rectified.

8. Admission, Security, and Latecomers:

The venue reserves the right to refuse admission, conduct security searches, and admit latecomers at suitable breaks (though admission isn't guaranteed). Latecomers will not be served any food courses that they've missed due to being late.

9. Photography and Recording:

Photography and recording devices may be restricted, and permission is required before capturing any content.

10. Ticket Exchange and Refund Policy:

Tickets cannot be exchanged or refunded after purchase.

11. Programme Alterations:

Tickets are sold with the understanding that the venue or promoter may alter the menu and/or program without being obligated to refund or exchange tickets.

12. Ticket Resale and Commercial Gain:

Reselling or transferring tickets for profit, excluding authorised channels, may void tickets, and holders may be refused entry or ejected.

13. No Smoking Policy:

The venue strictly adheres to a No Smoking Policy, including all types of vapes.

14. Personal Property:

The promoter, venue management, and any third party ticket retailer will assume no responsibility for personal property.

15. Liability and Force Majeure:

Attendees participate at their own risk. The organisers are not liable for personal injury, loss, or damage. Force majeure events release the organisers from liability.

16. Event Changes, Rescheduling, and Cancellation:

Occasionally, events may be canceled, postponed, or rescheduled. In the event of cancellation, contact us for refund information. If rescheduled, check with the venue or promoter for refund limitations and confirm the date and time of any rearranged event.

In the unlikely event of a show cancellation, we will make every effort to provide timely notice. However, the company reserves the right to cancel an event without prior notice due to unforeseen circumstances or events beyond our control. In such cases, the company shall not be held liable for any consequential losses, and ticket holders may be offered alternative dates or a refund at the company's discretion.

17. Event Access and Identification:

The event listed on the purchased ticket is for ticket holders. Identification may be required.

18. Admission Policy for Children:

Children under the age of 5 are not permitted at our events. Children between the ages of 5 and 14 are only permitted into shows that start before 8pm. All children under the age of 18 must be accompanied by a parent or guardian. The accompanying adult is responsible for ensuring the child's compliance with venue rules and appropriate behavior during the event. Proof of age may be required, and the accompanying adult must be prepared to provide such documentation. By purchasing a ticket, the attendee acknowledges and agrees to comply with the Children Admission Policy outlined above. The organisers reserve the right to deny entry to individuals who do not adhere to these guidelines.

By purchasing a ticket, the attendee agrees to abide by these terms and conditions.