

# Manchester Murder Mysteries

## Terms and Conditions of bookings

### Terms

*The Supplier* – Manchester Murder Mysteries

*The Booker* – The person who bought the murder mystery ticket(s)/booked the private party

### Ticketed events

- Tickets can be purchased via the Manchester Murder Mysteries website.
- Single and multiple tickets can be purchased. There is no purchase limit per person subject to ticket availability.
- Tickets cannot be reserved and paid for later. They must be bought and paid on demand.
- Tickets are non-refundable. On the unlikely occasion of an event being cancelled by Manchester Murder Mysteries, customers are entitled to a full refund.
- On being unable to attend an event, the Booker can offer their ticket(s) to someone else. The Supplier must be made aware of this change prior to the event.
- If the Booker knows they can no longer attend the event, and cannot offer the ticket to someone else, the Supplier should be made aware of this absence prior to the event.
- Events typically last for between 2 and 3 hours
- The Bookers and guests are expected to arrive no less than 15 minutes ahead of the event start time. The event will start on time. If guests arrive late the activity will begin without them **and they are at risk of missing the chance to play their role.**
- Guests are expected to take a full part in the murder mystery through their character and when working in teams.
- Any abusive behaviour (either verbal or physical) from ticket holders **will not be tolerated. Ticket holders who behave anti-socially will be asked to leave the event.**
- Guests are subject to the terms and conditions of specific venues, which they will be made aware of before or upon booking. For example, over 18 venues.
- Manchester Murder Mysteries reserves the right to cancel a ticketed event. In this case, ticket holders will be refunded in full.
- If the event host becomes ill or needs to leave the event in an emergency, the event may need to cease. Ticket holders will be contacted regarding compensation which may vary according to the

meal or refreshments provided with the ticket. If an event were to cease, customers are entitled to stay and continue their meal or refreshments.

## **Private bookings**

### Murder mysteries only – ‘Just Murder’ package

#### **Price and payment**

- The price of a murder mystery includes:
  - I. **A murder mystery written by our in-house team, including characters, acted scenes, puzzles and games**
  - II. **A party host/s to run the activity and entertain guests**
  - iv. **Distribution of event details to your guests.**
    - I. **An ideal playlist of songs matching your chosen theme**
    - II. **Event entertainment lasting 2 - 3 hours in duration**
    - III. **A prize for the team that wins**
- The minimum number of guests for a hosted murder mystery is **15**. If the number of guests drops below **15**, the Booker is responsible for making the payment based on **15** full paying guests.
- A non-refundable deposit of 50% of the agreed price is required before any work will commence on the murder mystery.
- The full balance is to be received by the Supplier no later than **2 weeks** before the event date. During busy times of year, such as Halloween and Christmas, the balance will be due **4 weeks** before the event date. The Booker is responsible for collecting payment from their guests. The Supplier is not responsible for this task. The Booker is fully responsible for the timeliness of this payment regardless of whether other guests are late to pay.
- If the booking is made with **4 weeks** or less before the date of the event, the full balance is required on booking.
- If a guest drops out of the event, the Booker can find someone to take their place. The Supplier must be informed of the replacement prior to the event. Where applicable, character parts will be emailed to the new guest if **2 weeks** notice is given.
- ‘Just Murder’ packages are priced based on the number of guests stated at enquiry. Bookers are welcome to increase the number of guests after booking, but may be subject to a price increase. Any additional deposit must be paid immediately.
- Bookings may be subject to travel and/or accommodation costs.
- Bookers are fully responsible for booking and liaising with their chosen venue. The Supplier is permitted to request venue details from the Booker, such as the address, vendor or booking

link, in order to establish that the venue is suitable for a murder mystery. If the venue chosen by the Booker is deemed to be unsafe in any way, the Supplier is not obliged to accept the booking.

### **Cancellation policy**

- The Client agrees to the Supplier's invoice terms of paying a non-refundable deposit to confirm the booking.
- The balance payment is due no later than 2 weeks before the event (4 weeks during peak seasons).
- Once full payment has been made it is non-refundable.
- If a client cancels the event in excess of 2 weeks before the event date, the remaining balance for the party will not be charged.
- If the Supplier cancels a client's event, the client will receive a full refund.
- If a third party venue provided by the Supplier cancels the event, the Supplier will rearrange the event for a suitable date free of charge.

### **Guests**

- Any guest contact information provided by the booker will be deleted after the event has taken place and will not be used for any purposes other than sending out event information. In most cases, this will not apply.
- Additional attendees cannot be brought along to the party on the night without giving prior notice to the Supplier.
- Guests are expected to take a full part in the murder mystery through their character and when working with their team.
- If a guest is verbally or physically abusive in any way to the murder mystery host, the host reserves the right to end the event at any time. Manchester Murder Mysteries reserves the right to not offer any refund under these circumstances.

### **Event details**

- The events typically last for between 2 and 3 hours
- Events are over 18s only, unless this is agreed in advance.
- The event will start at the time agreed between the Supplier and the Booker. If guests arrive late the activity will begin without them. If the whole party is late, the event will finish on time and activities may be missed out.
- If your host is late to your event for any reason, the event will last for the agreed duration.

- In an emergency situation prior to the event, where your host can no longer attend, Manchester Murder Mysteries will arrange a new host for your event. In cases where this is not possible, the Supplier will contact you to either rearrange your event or offer a refund.
- In an emergency situation during the event, where your host is ill or needs to leave for another emergency reason, the event will end and the Supplier will contact you to offer you a refund.

### **Additional extras**

- Any other services requested outside the provision of a murder mystery activity will incur a charge. This includes finding a venue for the activity to take place. Prices will be specified by the Supplier.

## **Murder mystery dinners – ‘Crime and Dine’ packages (includes ‘Topsy Tea Parties’)**

### **Price and payment**

- The price of a murder mystery dinner includes:
  - i. A murder mystery written by our in-house team, including characters, acted scenes, puzzles and games**
  - ii. A carefully prepared two or three course dinner (or afternoon tea in the case of ‘Topsy Tea Parties’)**
  - iii. Exclusive venue hire which we source for the Booker**
  - iv. All liaison with the venue, including managing the booking and any pre-orders**
  - v. Venue hire fees**
  - vi. Distribution of event details to your guests, if requested**
  - vii. A party host/s to run the activity and entertain guests**
  - viii. An ideal playlist of songs matching the chosen theme**
  - ix. Event entertainment lasting 2 - 3 hours in duration**
  - x. A prize for the team that wins**
- The minimum number of guests for a hosted murder mystery dinner is 20. If the number of guests drops below 20, the Booker is responsible for making the payment based on 20 full paying guests.

- A non-refundable deposit of £20 per person is required to secure a booking. If a guest drops out, their deposit payment will not be returned or taken from the final balance. Additional deposits can be paid if group numbers increase, subject to venue capacity.
- The full balance is to be received by the Supplier no later than **2 weeks** before the event date. During busy times of year, such as Halloween and Christmas, the balance will be due **4 weeks** before the event date. The Booker is responsible for collecting payment from their guests. The Supplier is not responsible for this task. The Booker is fully responsible for the timeliness of this payment regardless of whether other guests are late to pay.
- If the booking is made with **4 weeks** or less before the date of the event, the full balance is required when booking.
- If a guest drops out of the event, the Booker can find someone to take their place. The Supplier must be informed of the replacement prior to the event. Where applicable, character parts will be emailed to the new guest if **2 weeks** notice is given.
- If a guest cancels **in excess of 2 weeks before the event**, the remaining balance for their place will not be charged subject to the minimum of 20 full paying guests.
- If a guest cancels **less than 2 weeks before the event**, the full balance for their place will be charged.
- If the number of guests in your party significantly decreases between the point of booking and the event, your quote per head will increase.
- Some bookings may be subject to travel and/or accommodation costs

### **Cancellation policy**

- The Client agrees to the Supplier's invoice terms of paying a non-refundable deposit to confirm the booking.
- The balance payment is due no later than 2 weeks before the event (4 weeks during peak seasons).
- Once full payment has been made it is non-refundable.
- If a client cancels the event in excess of 2 weeks before the event date, the remaining balance for the party will not be charged.
- If the Supplier cancels a client's event, the client will receive a full refund.
- If a third party venue provided by the Supplier cancels the event, the Supplier will rearrange the event for a suitable date free of charge.

### **Guests**

- Any guest contact information provided by the booker will be deleted after the event has taken place and will not be used for any purposes other than sending out event information. In most cases, this will not apply.

- Any additional attendees added to the party after the deposit has been paid are welcome, subject to venue capacity. Extra deposits are payable to the Supplier immediately.
- Additional attendees cannot be brought along to the party on the night without giving prior notice to the Supplier.
- Guests are expected to take a full part in the murder mystery through their character and when working with their team.
- Guests are entitled to request special dietary requirements such as a vegan or gluten free meal. This will be provided if requested in advance and subject to availability determined by the restaurant.
- Guests with food allergies must inform the Supplier as soon as possible.
- If a guest is verbally or physically abusive in any way to the murder mystery host, the host reserves the right to remove the guest and end the event at any time and Manchester Murder Mysteries reserves the right to not offer any refund under these circumstances.

### **Event details**

- A murder mystery dinner typically lasts between 2 - 3 hours.
- Events are over 18s only, unless this is agreed in advance.
- Guests are expected to arrive no less than 15 minutes ahead of the event start time. The event will start at the time agreed between the Supplier and the Booker. If guests arrive late the activity will begin without them **and they are at risk of missing the chance to play their role.** If the whole party is late, the event will finish on time and activities may be missed out.
- If your host is late to your event for any reason, the event will last the agreed duration.
- In an emergency situation prior to the event, where your host can no longer attend the event, Manchester Murder Mysteries will arrange a new host for your event. In cases where this is not possible, the Supplier will contact you to either rearrange your event or offer a refund.
- In an emergency situation during the event, where your host is ill or needs to leave the event for another emergency reason, the murder mystery activity will end and the group will continue their meal. The meal is non-refundable, but the Supplier will contact the Booker to arrange compensation for the murder mystery element of the event.