



Hempstead House Paranormal Investigation Terms & Conditions

Purchasing a place means that all attendees have agreed to these terms and conditions of sale.

1. The minimum age for participants to an Investigation is 18 years old. Please note that as these public events are for attendees aged 18 years and over, adult language may be occasionally heard. Should you be easily offended please do not book.
2. Due to restrictions at our locations and other factors that may cause risk, we ask that attendees to our events are in good health. This particular event is not suitable for anyone with mobility issues or heavily pregnant women. Please contact us on 01795 428020 option 5 for any enquiries regarding this before you book.
3. Hempstead House operates a strict zero tolerance on any unacceptable behaviour, alongside a strict no drinking & drugs policy. NO ALCOHOL OR DRUGS SHOULD BE TAKEN PRIOR TO ARRIVAL TO THE LOCATION or WHILST DURING THIS EVENT. Should any guest be suspected of arriving under the influence of alcohol or drugs and/or is suspected of bringing alcohol or drugs to the event, they will not be allowed to stay and will be removed from the premises immediately, regardless of any adverse weather conditions and/or travel arrangements, plus no refunds will be given. Guests are asked to be respectful to all attendees during an event, including the staff members and are asked to behave appropriately at all times. Any unacceptable behaviour will not be tolerated and will be acted upon whereby person/s will be removed from the premises regardless of any adverse weather conditions and/or travel arrangements, plus no refunds will be given.
4. Smoking or vaping is not permitted anywhere inside the hotel A designated area is available outside only. Candles and other potential fire hazards are not to be used during your visit.
5. For Health and Safety throughout the night you will stay with your allocated group and will not be allowed to wander around the building during the experience.
6. All luggage, clothing, equipment, vehicles and effects belonging to you or your party are your own responsibility. Hempstead House will NOT be liable for any loss or damage to said items listed above belonging to the participants before, during, or after the event however caused.
7. Although Hempstead House cannot foresee any problems, accidents/incidents do happen. We advise you to stay with your group during your visit to the location. You are in attendance at your own risk; we accept NO liability for any death, accident or injury to yourselves, however caused.
8. Cameras and recording devices are welcomed and can be used, during the event. Any footage, whether sound or visual captured is for the sole use of the owner but can be used by Hempstead House. Please note that all other attendees must be asked for the consent before any recordings,

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visual or sound, are commenced. Permission should be sought from Hempstead House before any captured footage, whether sound or visual is added to any social media platforms and/or public domains. Please contact the events office at Hempstead House to seek permission. By booking with Hempstead House you agree that all footage and pictures taken during the event can be used by us and that of the investigation staff.

9. Hempstead House cannot guarantee that any paranormal activity will take place on the night of the event, therefore we are not responsible for any information or lack of during the event. No perceived predictions, opinions, information, advice or comments made by our guest psychics, mediums, hosts or co-ordinators should be interpreted as factual or actual.
10. You, the guest, are responsible for making your own decisions and it is understood that when our co-ordinators, psychics, mediums or hosts suggest something to you, it is of their opinion and should NOT be interpreted as the only course of action.
11. Hempstead House and the hosts are sure you will have a good time. Be respectful to the spirit world and to others involved in the event, be open minded in your approach. Being openly cynical will spoil and tarnish the event for everyone. Soak up the atmosphere and try to communicate with spirit! You never know what to expect, as every event is unique.
12. Throughout the event you and your party will act in a sensible manner and will not cause harm or injury to anyone else, any animal or effect of property etc. Aggressive, rude, intimidating, threatening, unruly and unreasonable behaviour towards any member of the Hempstead House Staff, hosts, person(s) and/or guests attending any event will not be tolerated or allowed. Any guest displaying this behaviour will be immediately removed from the venue/event without a full refund. This will be regardless of weather conditions or travel arrangements.
13. In the case of poor weather conditions, Hempstead House will always work towards the event going ahead, it is rare that any event is cancelled due to weather conditions, and as long as our Hosts and Mediums are able to travel to our locations, then all events will still go ahead as scheduled. Should the need arise to have to cancel an event due to adverse weather conditions, then all customers will be notified. Please note that Hempstead House are not responsible for adverse weather conditions, nor are they responsible if you, yourself, choose not to attend an event due to poor weather conditions or other outside factors.

Should an event still go ahead as scheduled then no refunds or transfers onto other events/dates will be given if any person(s) makes the decision themselves, that they will not be attending an event due to poor weather conditions or other outside factors. Hempstead House are not responsible for any guests travel arrangements as a result of adverse weather conditions.

14. All payments are non-refundable. When you make a booking it is entirely your responsibility to ensure that you are able to make the event date that you have booked, as Hempstead House

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cannot offer a refund or transfer your places to another event date if you or any of your party are unable to attend regardless of any circumstances.

15. All prices are subject to change without notice. Hempstead House also reserve the right to change to a different/suitable location prior to the event taking place, should any need arise and reserve the right to promote events/products via different sources. From time-to-time prices on these offers may vary from the original price. Promotional sale offers will not be given/offered or honoured to customers who have already paid or purchased before or after these offers, sales or promotions expire.
16. Hempstead House reserve the right to cancel an event at any time for any reason at our own discretion, particularly in the instance of an event not reaching it's full selling capacity. Should we have to cancel, we will contact you as soon as possible and will either offer you a full refund of any money paid by you – or move you're booking (one time only) to another available date/event of your choice (please note if there is an additional price difference between events – any additional cost must be paid for). Hempstead House do not have any liability to you and will not be liable for any expenses you may incur such as accommodation bookings and travel costs.
17. All bookings made through Hempstead House means your acceptance of these Terms and Conditions. All members of your party will need to be made familiar with these Terms and Conditions. It will be automatically recognised that these person(s) will have been asked by yourself to read through and will have agreed to these Terms and Conditions. Failure to do so will result in the attendee not being allowed access to the event.

By accepting and agreeing to these Terms and Conditions, you and your party are further indemnifying the promoters/organisers/individuals from and against all legal liability in respect of any claims, damages, costs, penalties, actions, demands, proceedings, any kind of legal suits, losses or expenses amounted in respect of or arising out of the injury to or the death of any person, or persons, or damage to any property arising from the client's participation and involvement in the event or activity or premises pertaining to the event.

18. We welcome your feedback on all of our events. If you have any problem or complaint during the event please bring it to the attention of a member of staff as soon as possible. If your problem is not resolved at the event please contact us, including the party name the event was booked under and the venue details. We consider it unreasonable if you take no action during the actual event or do not contact us within an acceptable time of 48 hours after the event

THESE TERMS AND CONDITIONS ARE SUBJECT TO CHANGE AND HEMPSTEAD HOUSE RESERVES THE RIGHT TO AMEND THESE AT ANY TIME WITHOUT NOTICE.

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Liability

In consideration of participating in the Hempstead House Paranormal Investigation, I acknowledge and understand these Terms and Conditions.

I hereby waive, release, and discharge Hempstead House, and its employees, against any and all claims, demands, action or causes of action for costs, expenses or damages to personal property or personal injury, or death, which may result from my participation. I acknowledge that my participation is solely at my own risk, and that I assume full responsibility for any resulting injuries and damages resulting from my participation

This does not exclude or limit in any way our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any matter which it would be illegal for us to exclude our liability.

Participation requirements

By booking a place on the event you warrant that at the time of the event you will be 18 years old or over. Hempstead House reserves the right to require proof of age at the commencement of the evening, and to refuse attendance if you do not have proof of age.

You are responsible for ensuring that the details you submit on the booking form are correct and up to date. You must notify us of any changes to your details.

Health & Safety

All participants should wear appropriate footwear and clothing. All participants will receive a short briefing on health and safety before commencing the investigation.

You agree to:

- obey any instructions given to you by the team
- maintain a reasonable standard of behaviour

You may be refused admission if we suspect that you are under the influence of alcohol or any other substance, are ill with a communicable disease or that you are engaging in inappropriate behaviour.

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Payment

Payment must be made in full at the time of booking. All fees quoted are inclusive of VAT.

Cancellations and Refunds

Cancellations by us

If we cancel the course for any reason we will seek to organise an alternative date within a reasonable period of time. If this is not possible, or you are unable to attend an alternative date, we will refund the full purchase price.

Cancellations by you

Cancellation by you with prior notice of 14 working days or less from the event date will mean that the event will still be charged at the full fee.

Cancellations by you with prior notice of 15 working days or more from the event date will mean that you will lose 50% of the full fee.

Signed: _____

Print Name: _____

Date: _____

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