



# Nott's Maze

## FAQs 2024

1. Is The Labyrinth suitable for children?

*No. We have a separate Halloween event for children taking place on 25<sup>th</sup>, 26<sup>th</sup>, 27<sup>th</sup>, 28<sup>th</sup> and 29<sup>th</sup> October 2024.*

2. What should I wear?

*As you will be making your way around an outdoor maze and we cannot predict the weather, please wear sensible shoes and weather-appropriate clothes. It is likely you will get muddy during the experience so please wear clothes you don't care too much about.*

3. Will there be any refreshments?

*Yes. We will have a bar on site for you to purchase refreshments after your session..*

4. Are there toilet facilities?

*Yes.*

5. Does the event contain strobe lighting, loud noises or smoke machines?

*There will be loud noises and possibly smoke grenades/pyrotechnics. There will be strobe lighting, bright lights throughout the experience.*

6. Are refunds available if I change my mind?

*Unfortunately, refunds cannot be given if you decide you do not want to enter the maze after arriving. Refunds can only be given up to 2 weeks before the event date.*

7. Does The Labyrinth contain live actors?

*Yes, there will be actors inside the maize maze as well as lots of actors outside of the maze itself.*

8. Will the actors touch me?

*You are not allowed to touch the actors and the actors are not allowed to touch you. If you fail to comply with this rule, you will be asked to leave immediately. Employees of B2B Events Ltd 'The Labyrinth' are to be treated with respect and offenders will be prosecuted. There is CCTV in action across the whole site. All staff will maintain a 2 meter distance to comply with current government guidelines.*

9. Will the event still take place if it rains/snows or is windy?

*Of course it will!*

10. What time does the event start?

*This depends on which hour slot you've booked on to. You must arrive 30 minutes before your session starts – if you are late we cannot wait for you.*

11. I am an expectant mother/have had a back injury/am recovering from an operation, can I come?

*We strongly recommended that you do not book on as you could further impair or hurt yourself. In terms of expectant mothers, there are tight spaces and uneven ground which may be distressing for the baby or yourself. You must be fit and healthy to take part.*

12. Is there parking available on site?

*Yes, we have free parking on site.*

13. Can I smoke?

*We have a designated smoking area on site. Please ask a member of staff when you arrive and please DO NOT smoke within the maze.*

14. Can we drink alcohol?

*No one under the influence of drugs or alcohol will be allowed into the event. There will be alcoholic drinks on sale after the event. We reserve the right to check bags and pockets upon entry and refuse admission on the basis of attempting to bring drugs or alcohol on site. There will be no refunds if you are found to have drugs or alcohol on your person.*

15. Do I require ID?

*Yes. Your ID will be checked on the gate and we reserve the right to refuse entry if you have no ID and look under the age of 18. No refunds will be given.*

16. Will there be a first aider on site?

*There will be a first aider on site at all times during the event. The Labyrinth is high risk as the event will take place outside. B2B Events Ltd accept no responsibility for injury – please follow our rules and you will be fine.*

## **General Terms and Conditions**

1. By purchasing or using a ticket, you agree to comply with these terms. Failure to comply will result in your removal from the event without a refund.
2. By purchasing this ticket you will be automatically entered onto our mailing list. If you wish to be removed from this please email [aaron@b2b-events.co.uk](mailto:aaron@b2b-events.co.uk) or click the unsubscribe button at the bottom on the emails. This can be done at any time.
3. We have the right to change these Terms at any time without notice.

4. At all times you must behave in a safe manner and follow all instructions given to you by a member of staff or actor.
5. You will take all reasonable steps to ensure your own safety whilst at the attraction.
6. B2B Events Ltd has absolute discretion in deciding whether a ticket can be exchanged on refunded.
7. Tickets must be bought online through the official website. The ticket is delivered in the form of email and the email must be printed or presented via a device on the day of the event.
8. When buying tickets on behalf of someone else, you shall accept these Terms on behalf of those individuals and ensure that the individuals comply with these Terms.
9. Guests are reminded that this is a live scare attraction. No responsibility is taken for guests entering the attraction and then wanting to leave.
10. Bags are not allowed into the attraction as you will likely lose possessions along the way.
11. Any items or property brought to the site are done so at your own risk and we accept no responsibility for any losses or damages. Please, to be safe, do not bring any valuables with you.
12. You are prohibited from bringing any offensive or damaging items with you, including but not limited to: weapons, explosives, glass bottles or anything else that could cause injury.
13. You are not permitted to bring your own alcohol to the event and possession of illegal substances is strictly prohibited.
14. No animals are allowed on site.
15. Please be aware that parking on site is at your own risk. We do not accept responsibility for any loss or damage caused by the use of our car park.
16. Photographs and recordings are permitted providing that these are for personal use only. Please consider the safety and enjoyment of other guests before taking photos/recordings.
17. B2B Events Ltd does not in any circumstance accept responsibility for direct, indirect or consequential loss or damage suffered by you as a result of your failure to comply with these Terms. This does not affect your statutory rights or any liability of B2B Events Ltd which cannot be excluded by law.
18. These Terms and any dispute or claim arising out of or in connection with it or its subject matter shall be governed by and construed in accordance with the law of England and Wales.