

Terms & Conditions

Game rules

By registering the game, the participants confirm they were introduced to the game rules and they take up full responsibility for following these rules, as well as they are fully responsible for their health condition.

The members of the game team confirm they won't have any complaints connected with lost goods, injuries received due to their negligence, undervaluation of rules or due to other participants' fault. During the game, it is prohibited to damage the municipal property. All tasks in the game are logical thinking oriented and don't require the use of physical force.

ITEMS NECESSARY FOR THE GAME

- The participants should have with them a cell phone with permanent Internet connection.
- For the case of mobile device's battery discharge a changing device should be taken with a power bank or a spare mobile device (a mobile device of another participant of the game is also an appropriate solution).
- In case of mobile device's battery discharge, you can proceed with the game by clicking on the initialization link previously sended on your mail.
- The participants of the game should have their money with them to be able to use additional offers, if they are offered during the quest.

GAME EQUIPMENT

These items only refer to the games which require game equipment.

- The game begins by clicking on the initialization link previously sended on your mail.
- The participants constantly receive riddles, clues and other notifications necessary to complete the game from the page <http://cityquest.dk>
- During the game the participants get around the city, solving riddles on the territories of venues and on the streets of the city.
- If due to some reasons the participants cannot solve a riddle, they use clues that appear during the game process.

TECHNICAL SUPPORT

The technical support service should NOT be contacted if:

- The participants cannot solve the riddle. The participants should wait for the last clue.
- The participants cannot find the location of a bar or a sightseeing place. The participants should wait for the last clue.

- The participants enter the wrong answer.
- All of the mobile devices of the participants connected to the Internet got discharged.
- The participant's Internet is not running. Most probably the problem is that the location has bad network coverage. The participants should go outside to provide a good signal for their mobile device.

The technical support service should be contacted if:

- The participants would like to cancel the game.
- The website <http://cityquest.dk> is not working or sends any errors. Please check the Internet signal prior to calling.
- The reasons not mentioned above occur.

GAME PURCHASE AND PAYMENT TERMS

All prices indicated in currency which is official in a country where quest is being played.

Booking:

- Game booking and payment are made simultaneously not earlier than 36 hours before the start of the game.
- The number of participants of one game cannot exceed the number indicated in game description. Except for the situations when separately agreed with administration.
- The participant confirms the booking of the game by the transaction of full amount for the game.
- Right after the successful payment, the letter will be sent to the email address indicated during the registration, confirming the game is booked. Please make sure you check your Spam folder.

Payment:

- Credit card - We accept Visa, Mastercard and Dankort
- Via MobilePay
- Bank transfer - It is possible to pay by bank transfer by ordering over the telephone. Call +45 91982939

Right to cancellation:

- You have the right to cancel your booking no later than 72 hours after the payment. You can cancel the booking in advance by emailing to info@cityquest.dk
- If a customer who ordered or bought the game is legally incompetent or does not hold responsibility for the order/purchase, the responsibility for the order/purchase will be

held by its legal representative (for example, parents, trustees). In such cases the order is not cancelled and the money is not subject to refund.

Confidentiality:

- 3A+H protects the basic rights and freedoms of individuals.
- Your personal information (name, address, e-mail, phone number) are required for processing of the order, provision of service and support to you. Your personal information is strictly confidential and will not be retrieved to the third parties.
- In cases prescribed by the law, 3A+H must reveal the personal data to state and municipal organizations.
- 3A+H takes whatever actions possible to provide security to your personal information in order to protect it from theft, inappropriate usage, as well as unauthorized access, disclosure, transition and damage.
- The customer agrees with personal data being processed.

We are always happy to answer your questions!