

Escape Room Payment Policy

Public Experiences:

- If you're looking to book for a time listed on our website and using a single room, payment is due at the time of booking. By submitting payment, you are guaranteeing a reserve on those slots.
- Should you have a group that needs 2 or 3 rooms to accommodate your party, payment will be due 1 week before the date of your event.*
- Groups that would like to pay separately online, please contact us at (717) 208-6288 or email us at info@escaperoomlancaster.com. Payment from all participants will be due 1 week before event.

A 50% deposit is required at the time of sign-up for events requiring 2-3 rooms on Fridays & Saturdays.**

****Any events not paid for in full 7 days before their scheduled date will be released back to the public.***

*****Deposits are non-refundable.***

Exclusive Events:

- Any groups booking outside of normal business hours have up until 1 week to submit their payment in full to guarantee their reservation.*

School districts and other exceptions apply where approval from a board, etc. is required.

****Any events not paid for in full 7 days before their scheduled date will be relinquished.***

Rescheduling:

- Groups booking for a normal public experience during business hours have up until 4 days before their event to reschedule.
- Large groups scheduling 2-3 rooms during normal business hours have up until 1 week prior to their scheduled date to reschedule their event.
- Groups requesting an event outside of normal business hours may reschedule up until 1 week prior to their scheduled date.
- In the event of an absolute emergency, groups will receive a credit on their account that they may use at a later date if they're unsure of when they'd like to reschedule.*

****Available at manager's discretion only.***

****Not valid on deposits.***