

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.
- If you need 2 or 3 rooms to accommodate your party, contact Escape Room Hershey directly via phone or e-mail to set up your reservation. Because we know that larger groups can be harder to coordinate, payment will be due 1 week before the date of your event.*
- Groups that must make separate payments should contact us so arrangements can be made. 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.**

Exceptions can be made when necessary for school districts, church groups, etc. to adhere to the organization's payment needs. At Escape Room management discretion.

****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.*

Exceptions can be made when necessary for school districts, church groups, etc. to adhere to the organization's payment needs. At Escape Room management discretion.

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

Rescheduling:

- Groups booking during business hours may reschedule online up to 4 days before their event.
- Large groups using 2-3 rooms during normal business hours have until 1 week prior to their scheduled date to reschedule.
- 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, a group may contact us for last-minute rescheduling. If they do not know a reschedule date, the group will receive a credit on their account that they may use at a later date.*

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

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