



## OUR DISCLAIMER, TERMS & CONDITIONS

### **attendees have agreed to these terms and conditions of sale**

- 1.** Locations that we visit may not be suitable for anyone with mobility issues. Please contact us on 07715474131 for any enquiries regarding any of the above before you book an event with us.
- 2.** The minimum age for participants to an On The Edge Paranormal event 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.
- 3.** Due to some risks at our locations, from poor lighting and age of the properties we investigate, pregnant women are advised not to attend our events, however should this occur, then this attendance will be entirely at the person's own risk.
- 4.** On The Edge Paranormal operates a strict zero tolerance on any unacceptable behaviour, alongside a strict no drinking & drugs policy. No alcohol or drugs should be consumed prior to arrival to the location, or whilst during an event. Should any guest be suspected of arriving under the influence of alcohol or drugs and/or is suspected of bringing alcoholic drinks to the event, they will not be allowed to stay for the night and will be removed from the premises immediately regardless of any adverse weather conditions and or travel arrangements and no refunds will be given. Guests are asked to be respectful to all attendees during an event, including the On The Edge Paranormal events staff members and are asked to behave appropriately at all times. Any unacceptable behaviour will not be tolerated and will be acted upon by removing the person or persons from the event regardless of any adverse weather conditions and or travel arrangements and no refunds will be given.
- 5.** On The Edge Paranormal do not allow smoking indoors, including vapes, at any of our locations, candles or other potential fire hazards are not to be used during your stay.
- 6.** There are no sleeping facilities at our locations unless as advertised on the On The Edge Paranormal website. Basic light refreshments such as tea, coffee and biscuits may or may not be advertised per each specific event listing, however should you have any allergies, or require specific dietary requirements, then you are more than welcome to bring along your own, strictly no alcohol.
- 7.** Unless you have booked for a private night with On The Edge Paranormal then all of our advertised events on this website are for public ghost hunts. For health and safety throughout

the night you will stay with your allocated group and will not be allowed to wander around the building, apart from any allocated free time offered, subject to the rules of the venue.

We advise that if you do not want to be a part of a public event then alternatively you may want to book a private night, location with us to ensure that you have the entire venue for just your party alone.

**8.** All luggage, clothing, equipment, vehicles, and effects belonging to you or your party are your own responsibility. On The Edge Paranormal will not be liable for any loss or damage to luggage, clothing, equipment, vehicles and effects belonging to the participants before, during and after the event however caused.

**9.** On The Edge Paranormal 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 its full selling capacity. Should we have to cancel, we will contact you as soon as is possible and offer you a transfer onto another future date at the same location that you have booked for, or another available date/event of your choice (please note if there is an additional price difference between events, then any additional cost must be paid for), or if preferred a credit of any monies paid back to your On The Edge Paranormal account to use against a future booking of choice, please note On The Edge Paranormal 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 if an event has to be cancelled.

**10.** Upon making a booking, all guests will be attending their chosen booked event entirely at their own risk, although On The Edge Paranormal cannot foresee any problems, accidents and incidents can happen. For safety we advise you to adhere to our behaviour policy during your visit to the location and all members of your party should preferably have their own third party public liability insurance as our insurers have indicated that our public liability policies may not cover your party during your visit to the location since it is outside our normal public access categories. You are staying at the location at your own risk; we accept no liability for any death, illness, accident or injury to yourselves, however caused, before arrival to the location, during your visit or departure from the location once the event has ended.

**11.** By booking with On The Edge Paranormal you agree that all footage and pictures taken during the event can be used by On The Edge Paranormal.

**12.** On The Edge Paranormal make no guarantees regarding paranormal activity at any of our events, 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, clairvoyants, hosts or coordinators should be interpreted as factual or actual.

**13.** You agree that any and all services from On The Edge Paranormal are for entertainment purposes only. We make no guarantees thus On The Edge Paranormal are not liable for any information or occurrences regarding the validity, truth, or likelihood of any and all information obtained from our employees, contractors, psychics, mediums, clairvoyants, coordinators or hosts on any of our events including our ghost walks, whilst we aim to place the ghost stories as close to the locations in which they happened, distance, time and lack of information pertaining to the origin location may restrict us from doing so. Information for our ghost walks are sourced from different sources such as local residents, hearsay, urban legends, books and the internet. Every attempt is made to verify and locate each story, however On The Edge Paranormal and staff hold no liability over the validity of information provided in our ghost walks.

On The Edge Paranormal reserve the right to run occasional joint events with a second paranormal events company, however both companies will run the event separately and all

customers from each company will remain with the company that they have booked with for the duration of the event.

**14.** You, the member, guest, are responsible for making your own decisions and it is understood that when our coordinators, psychics, mediums, clairvoyants or hosts suggest something to you, it is of their opinion and should not be interpreted as the only course of action.

**15.** We welcome your feedback on all of our events. If you have a problem or complaint during the event day then please bring it to the attention to a member of the On The Edge Paranormal staff as soon as possible so that they have a chance to put matters right. If your problem is not resolved during the event day then please contact us, including your party name the event was booked under and the venue details. We consider it unreasonable if you take no action during the actual event day or do not contact us within an acceptable time of 48 hours after the event has taken place.

**16.** Any event due to take place wholly or partially in the open air is likely to be affected by unsuitable, adverse weather conditions. In this case, On The Edge Paranormal reserve the right to relocate the event to an area undercover. In most cases all events take place, and it is your responsibility to bring suitable clothing to match the weather conditions for the time of year for any event booked whether undercover or in the open air.

In the case of poor weather conditions, On The Edge Paranormal will always work towards the event going ahead, it is very rare that any event is cancelled due to weather conditions and as long as our hosting team are able to travel to our locations then all events would still go ahead as scheduled. Should the need arise however for an event to be cancelled because of adverse weather conditions, then all customers would be notified. Please note On The Edge Paranormal are **not** responsible for adverse weather conditions, neither are On The Edge Paranormal responsible if you, yourself choose not to attend an event due to poor weather conditions or other outside factors. On The Edge Paranormal are not responsible if you, yourself choose not to attend an event due to traffic delays, disruptions, road closures or transport issues etc. We suggest that you plan your route, travel time well in advance to avoid arriving late to the location, event.

Should an event still go ahead as scheduled then no refunds or transfers onto other event dates will be given should any person or persons make the decision themselves that they will not be attending an event due to poor weather conditions or other outside factors. On The Edge Paranormal are not responsible for any guests travel or hotel arrangements as a result of adverse weather conditions.

**17.** On The Edge Paranormal suggest you either secure accommodation following the event or book transport home due to possible tiredness caused by the event, however On The Edge Paranormal 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. We do not accept any responsibility for any accidents or incidents, traffic delays and breakdown costs, parking or clamping fines that maybe caused before, during or after the event.

**18.** Please note that all stories about the locations are not fabricated. The On The Edge Paranormal team have on occasion witnessed and recorded paranormal activity in various locations.

**19.** On The Edge Paranormal cannot guarantee that any paranormal activity will take place on the night of the event, as advertised per listing all events may or may not include a guest medium or any history tour of the building. Please note if you are wishing to book an event solely based on a

medium being present, or if an event includes a history tour, then please call our office (prior to making a booking) on 07715474131 for us to confirm if a medium maybe present or not and if any history tour is included in an event of interest.

**20.** On The Edge Paranormal 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.

**21.** Cameras, recording devices and filming are subject to restrictions that maybe set by the location. Should the venue allow recordings, filming and the use of cameras, then any footage or sound audio recordings allowed are to be taken only during any attending guests free time, (if free time is allowed by the venue). Any images, recordings, whether sound or visual captured, belong solely to On The Edge Paranormal. Please note prior to any recordings, be it sound or visual, all other attendees are to be asked of their consent should they be in the same area of the location as yourself during free time. If filming, cameras and recordings are permitted on an event, it is a must that you contact the Dusk Till Dawn Events office via email [info@ontheedgeparanormal.co.uk](mailto:info@ontheedgeparanormal.co.uk) to seek permission before any captured footage, whether sound or visual is added to any social media platforms and or public domains to prevent any legal action being taken. Upon arrival to the location, you may be required to sign a document should the location have set restriction rules against filming.

**22.** All prices are subject to change without notice. On The Edge Paranormal also reserve the right to change to a different, suitable location prior to the event taking place, should any need arise and also 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 or sale offers will not be given/offered or honored to customers who have already paid or purchased before or after these offers, sales or promotions expire.

**23. All bookings made through On The Edge Paranormal means you and your party's acceptance of these Terms and Conditions.**

By accepting and agreeing with these Terms and Conditions you and your party are further indemnifying the promoters, organizers, 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.

**DISCOUNT CODES**

Discount codes/sale prices/offers apply to new deposit bookings and full priced events (for one-night ghost hunts & ghost hunt supers only).

Discounts can be accepted via the online booking's procedure via the On The Edge Paranormal website only.

Discount codes/sale prices/offers do not apply to any final balance payments and or gift certificate purchases, or weekend break events.

Discount codes/sale prices/offers must be applied at the checkout at the time of booking - should the discount code/sale price/offer not be applied at the time of purchase the offer/discount/sale price cannot be given after the order has been purchased.

On The Edge Paranormal reserves the right to advertise any promotional discount codes and offers via other social media sites such as Facebook and Instagram pages only.

### **GIFT CERTIFICATES**

Gift certificates are valid for a full year from the time of purchase only, please keep in a secure place for use as misplaced gift certificates cannot be re-issued.

If the purchased gift certificate is not used within the valid from and valid to dates as shown on the purchased gift certificate we will be unable to offer any exchanges or extended dates.

All gift certificates are non-refundable, and change will not be given if the amount of the gift certificate is not fully used. Gift certificates can only be used redeemed via contacting us on [info@ontheedgeparanormal.co.uk](mailto:info@ontheedgeparanormal.co.uk).

### **STANDARD CANCELLATIONS, TRANSFERS AND REFUNDS POLICY**

**All payments including deposits and payments in full are non-refundable and non-transferable regardless of any circumstances.** When you make a booking with us it is entirely your responsibility to ensure that you are able to make the event date that you have booked, as On The Edge Paranormal cannot offer a refund or transfer your places onto another event date if you, or any of your party are unable to attend regardless of any circumstances.

The reason for this is that all places are paid for in advance to our locations, which means we are still liable for these costs even if you cannot attend the event regardless.

### **DEPOSITS**

**All deposit payments are non-refundable**, if this option is chosen a deposit will secure your place(s) on the event, however the **final balance payment must be made no later than 4 weeks prior to the event as shown on the advertised event details listed**. If the balance payment is not received by the due date requested. On The Edge Paranormal reserve the right to add your places back onto the website for general sale and retain any deposit payment already received.

### **PAYMENTS IN FULL**

Unfortunately we cannot put your places back up for sale on our website for you if you are unable to attend your event. However, if the ticket price has been paid in full your tickets can be transferred to another third party of your choice. You can also advertise your tickets for sale on the On The Edge Paranormal Official Facebook fan Page, however advertising on this page must be made by the person that made the original booking only, OR by prior agreement with On The Edge Paranormal, should you wish someone else to advertise your places on your behalf on our Facebook page. Please note however, these tickets are not to be sold on any other advertising site due to the contents of these terms.

**Please note:** On The Edge Paranormal accept no liability for any third party transactions made via this method nor will On The Edge Paranormal enter into any correspondence to help with this transaction.

All third parties need to be made familiar with On The Edge Paranormal Terms and Conditions. It will be automatically recognized that the person(s) purchasing your tickets from you will have been asked by yourself to read and will have agreed to On The Edge Paranormal Terms and Conditions. Failure to do so will result in the new attendee not being allowed access to the event, date.

### **BEHAVIOR POLICY**

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 On The Edge Paranormal staff, person(s) and or guests attending any event will not be tolerated or allowed.

Any guest or guests, person or persons displaying any behaviour that is deemed unacceptable will immediately be removed from the event, this will be regardless of any adverse weather conditions and or travel arrangements and no refunds will be given.

These Terms and Conditions are subject to change and On The Edge Paranormal reserves the right to amend these at any time without notice.