

No Refund Policy

Overview

All sales made through Ragescape Rage & Escape Rooms, Paint Splatter, Axe Throwing, etc. are final. By completing a purchase, customers acknowledge and agree to the terms outlined in this **No Refund Policy**.

Bookings and Payments

- All bookings are non-refundable once payment has been processed.
- Payments must be made in full at the time of booking to secure a reservation.
- Ragescape Rage & Escape Rooms reserves the right to refuse service or cancel bookings at its discretion. In such cases, a full refund will be issued only if the cancellation is initiated by Ragescape Rage & Escape Rooms .

Cancellations and Rescheduling

- Customers may request to reschedule a booking at least 48 hours before the scheduled session, subject to availability.
- Rescheduling requests made less than 48 hours before the booking time may be denied.
- Failure to attend a scheduled session (no-show) will result in forfeiture of the booking without refund or credit.

Late Arrivals

- Groups arriving more than 10 minutes late may not be admitted, and no refund or credit will be provided.
- Sessions begin promptly at the scheduled time to ensure fairness to all guests.

Gift Cards and Vouchers

- Gift cards and vouchers are non-refundable and cannot be exchanged for cash.
- Lost or stolen gift cards will not be replaced.
- Expired gift cards or vouchers will not be honored.

Exceptional Circumstances

Refunds may only be considered under the following limited conditions:

- The event or session is canceled by Ragescape Rage & Escape Rooms due to unforeseen circumstances.
- A verified technical or booking error occurred on the Ragescape Rage & Escape Rooms website or payment system.

In such cases, refunds will be processed to the original payment method within 7–10 business days.

Agreement

By completing a booking or purchase, customers confirm that they have read, understood, and agreed to this **No Refund Policy**. Ragescape Rage & Escape Rooms reserves the right to update or modify this policy at any time without prior notice.