

PRIVACY POLICY

Waiting time for the activities and games can be between 5 minutes to a few hours, depending on the crowd at the centers.

Card Balances cannot be transferred, Sold or Redeemed for Cash

Great Escape is not responsible for lost, stolen or misplaced card

Card Balances are not refundable and are not registered for a particular user

All card balances expire after 1 year of non use

Discounted packages cannot be clubbed with any other offers or schemes.

Great Escape reserves the right to restrict usage of card, if deemed unlawful
Height & weight safety criteria are to be followed strictly, for each game
Shoes are compulsory for all activities.

The management has put all efforts to keep all activities and attractions operational; however it is possible that some of the activities may not be fully operational due to technical or safety reasons and shall not be substituted or refunded.

Great Escape will not be responsible for any loss, damage or injury sustained by the guest, outside or third party and persons accompanying him, while in the center.

Great Escape reserves the rights to refuse entry to the guest in the center for violating center rules, illegal activities or fail to comply with any security measures.

No outside eatables or Drinks will be allowed within the center.

Package rates and governing conditions are subject to change without notice.

All images & terminology used in all communication is for creative, descriptive and representation purpose only.

Packages are non-refundable, non-transferable and non-redeemable.

Cancellation will not be allowed once purchased/ once card recharge is done.

The guest confirms that he/she has read understood and agreed to all the terms and conditions in Great Escape and voluntarily assumes all the risks.

Great Escape management reserves the right to change the price of the package without any notice.

Great Escape management decision would be final

Vending Games are not part of Packages

Games in the deals cannot be changed or cancelled

In case of any technical or maintenance issue game offered will be of management choice.

All the deals are applicable during Center opening and closing time.

If a person is found unfit for the activity, the merchant reserves the right to deny access.

In case of any game not working due to maintenance issues, refund will not be made.

Game of similar value can be exchanged by guest.

Tickets, packages, rates and governing conditions are subject to change without notice.

Great Escape does not guarantee the usage of all attractions on certain busy days.

No two deals can be clubbed together.

The prices mentioned in the packages are only valid for online transactions.

Socks are mandatory for Soft Play Area.

Great Escape reserves the right to change, alter, modify and discontinue any promotional offers, Contest prizes and other freebies offered without prior notice.

We have let you know that we may contact you through SMS messages.