



Nott's Maze

FAQs 2021

1. What happens if we go into another lock down?

If Labyrinth events are cancelled due to covid-19, we will give everyone the option to either:

- *Postpone tickets until next year*
- *Transfer the price paid into a voucher that can be redeemed at a later time for other activities run by B2B Events Ltd*
- *Offer a refund of the ticket price minus a 10% admin fee.*

2. Is The Labyrinth suitable for children?

No. We have a separate Halloween event for children and families taking place on 22nd, 23rd, 24th, 25th, 29th, 30th and 31st October 2021.

3. What should I wear?

As the maze is located outdoors, in a working field with no shelter, we strongly recommend wellingtons or waterproof walking boots along with a waterproof coat, for a more enjoyable experience. Please be aware tickets will not be refunded if it is raining.

4. Will there be any refreshments?

Yes, we will have hot and cold food and drinks on site available to purchase throughout your trip.

5. Are there toilet facilities?

Yes.

6. Does the event contain strobe lighting, loud noises or smoke machines?

Yes, there will be loud noises and possibly smoke grenades/pyrotechnics. There will be strobe lighting, bright lights throughout the experience.

7. Are refunds available if I change my mind?

Unfortunately, refunds cannot be given if you decide not to attend on the evening. Refunds can only be given in extenuating circumstances and with at least 2 weeks notice before the event date.

8. Does The Labyrinth contain live actors?

Yes, there will be actors inside the maize maze as well as located around the premises.

BACK 2 BASICS
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9. Will the actors touch me?

You are not allowed to touch the actors and the actors are not allowed to touch you. If you fail to comply with this rule, you will be asked to leave immediately with no refund.

Employees of B2B Events Ltd 'The Labyrinth' are to be treated with respect and offenders will be prosecuted.

There is CCTV in action across the site.

10. Will the event still take place if it rains/snows or is windy?

Yes! The Carnival hides from nothing and no weather!

11. What time does the event start?

Gates will open at 7pm with last entry at 10pm. The Labyrinth will close at 11pm on each of the nights.

12. I am an expectant mother/have had a back injury/am recovering from an operation, can I come?

We strongly recommended that you do not book, as you could further impair, hurt yourself or cause distress. For expectant mothers, there are tight spaces, uneven ground and parts where you will get frightened. Booking is not advisable.

13. Is there parking available on site?

Yes, we have free parking on site. Please note, you are leaving your car at your own risk and B2B Events Ltd can't be held accountable for any losses or damages.

14. Can I smoke?

We have a designated smoking area on site, please ask a member of staff when you arrive. Smoking is strictly prohibited in the maze. Failure to comply will result in immediate departure with no refund.

15. Can we drink alcohol?

No one under the influence of drugs or alcohol will be allowed into the event. There will be alcoholic drinks available to purchase on site throughout the event. We reserve the right to check bags and pockets upon entry and refuse admission on the basis of attempting to bring drugs or alcohol on site. There will be no refunds if you are found to have drugs or alcohol on your person.

16. Do I require ID?

We reserve the right to check ID on entry and we have a strict challenge 21 policy when serving alcohol on site.

17. Will there be a first aider on site?

There will be a first aider on site at all times during the event, located in a designated area. As the event is outdoors, there is a risk of falling/ tripping. B2B Events Ltd accept no responsibility for injury – please follow our rules and you will be fine.

18. Is the Labyrinth a physical activity?

Yes you will be doing a lot of walking and bits of running throughout the experience.

General Terms and Conditions

1. By purchasing or using a ticket, you agree to comply with these terms. Failure to comply will result in your removal from the event without a refund.
2. We have the right to change these Terms at any time without notice.
3. At all times you must behave in a safe manner and follow all instructions given to you by a member of staff or actor.
4. You will take all reasonable steps to ensure your own safety whilst at the attraction.
5. B2B Events Ltd has absolute discretion in deciding whether a ticket can be exchanged on refunded.
6. Tickets must be bought online through the official website. The ticket is delivered in the form of email and the email must be printed or presented via a device on the day of the event.
7. When buying tickets on behalf of someone else, you shall accept these Terms on behalf of those individuals and ensure that the individuals comply with these Terms.
8. Guests are reminded that this is a live scare attraction. No responsibility is taken for guests entering the attraction and then wanting to leave.
9. Bags are not allowed into the attraction as you will likely lose possessions along the way.
10. Any items or property brought to the site are done so at your own risk and we accept no responsibility for any losses or damages. Please, to be safe, do not bring any valuables with you.
11. You are prohibited from bringing any offensive or damaging items with you, including but not limited to: weapons, explosives, glass bottles or anything else that could cause injury.
12. You are not permitted to bring your own alcohol to the event and possession of illegal substances is strictly prohibited.
13. No animals are allowed on site.
14. Please be aware that parking on site is at your own risk. We do not accept responsibility for any loss or damaged caused by the use of our car park.
15. Photographs and recordings are permitted providing that these are for personal use only. Please consider the safety and enjoyment of other guests before taking photos/recordings.
16. B2B Events Ltd does not in any circumstance accept responsibility for direct, indirect or consequential loss or damage suffered by you as a result of your failure to comply with these Terms. This does not affect your statutory rights or any liability of B2B Events Ltd which cannot be excluded by law.
17. These Terms and any dispute or claim arising out of or in connection with it or its subject matter shall be governed by and construed in accordance with the law of England and Wales.