PHASE PARANORMAL EVENTS

Terms and Conditions

1. No persons under 18 are permitted to attend any events with Phase Paranormal Events. Please be aware that you agree that yourself/any persons you booked for are over the age of 18. Any persons may be requested to show proof of age, whether upon booking or at your chosen event. Any persons found to be under 18 will be required to leave the event immediately, with no refund to that person or any other person/s that go with them.
2. Phase Paranormal events do not allow pregnant women on events for health and safety reasons.
3. Unfortunately, some of our events are not suitable for clients with disabilities. Whilst we strive to make our events accessible for all, some of the conditions of the buildings may not always make it feasible. We aim to give all our clients the best event possible, but your health and safety come first.For additional information regarding any of our locations, please contact us on ///////////////////////
4. Each client will act responsibly whilst also respecting other guests and team members. You will respect the nature of the event and will behave accordingly. You agree that you and all other members of your group will not put either yourselves or anyone else in danger.
5. Absolutely no drugs or alcohol are permitted on any events with Phase Paranormal Events. Any person or persons thought to be under the influence of alcohol or drugs will be requested to leave immediately. Any person or persons who have brought alcohol or drugs into an event will be asked to leave immediately. No refunds will be given, either in part or full, to either that person or any persons that leave the event with them. No refunds will be provided, either in part or whole, to that person or any persons that leave the event with them. The staff members at Phase Paranormal Events will use their discretion and have the ultimate decision on evicting any person or persons they consider to be behaving inappropriately due to alcohol or drugs. \* The only exception to this will be on our ghost suppers, where a limited amount of alcohol will be available with your meal.
6. Unless otherwise stated, there are no sleeping facilities at our locations. Any locations offering sleeping facilities will be on the website with the listed event and date. Please do not contact the venue directly if not stated in the event information. Please remember to consider your journey time at the end of your event. We advise that wherever possible, book nearby accommodation and request a late checkout. If this is not an option, then share the driving and make plenty of stops on the way home. Phase Paranormal events do not accept any responsibility for accidents, incidents or deaths involving yourself, your passengers, or other road users either on your way to or from the event. \*REMEMBER, TIREDNESS CAN KILL.
7. It is against the law to smoke indoors. The team will show you any permitted smoking areas, including areas for vapes. There will be breaks throughout your event to have a coffee and a snack. Please be aware of surrounding properties whilst outside and keep noise to a minimum as the night goes on.
8. Please be aware that some vigils will require you to stand for some time. Should you have any difficulty with this, please inform a member of staff who will endeavour to sort some seating for you.
9. Car parking at any of our events is done at your own risk. Phase Paranormal Events will not be held responsible for any damages, vehicle theft, or items left inside. PhaseParanormal Events will also not be held responsible if you leave the vehicle in a prohibited area and receive a parking fine.
10. During your event, personal items and whatever items of equipment you bring along may be left in the base room, but please be aware that all items are left at your own risk. Phase Paranormal Events will not be held responsible for any theft, loss or damage to either personal items or equipment. This includes items being left at any other part of the venue before, during and after your event.
11. Each client must be fully aware that they attend the events at their own risk. Phase Paranormal Events accept no liability for any accidents, injuries or incidents to any client however it may be caused. Phase Paranormal Events endeavour to foresee any potential issues or hazards to eliminate them before the event; however, accidents can happen due to the locations and nature of the events. Phase Paranormal Events have their own public liability insurance. However, we encourage our clients to have their own third-party, public liability insurance as some of our policies may not offer cover because some of the locations are beyond the normal public access categories.
12. By accepting and agreeing with these terms and conditions, you are further indemnifying the organisers, promoters and individuals from and against all legal liability in respect of any claims, damages, costs, penalties, demands, actions, proceedings, losses, legal suits, expenses amounted in respect of or arising out of the injury or death of any person or persons, or any damage to property arising from the clients participation and involvement in any event or activity or premises pertaining the event.
13. There are occasions where events are cancelled due to circumstances beyond Phase Paranormal Events control. If an event is cancelled, then you will be given a full refund of any money paid for said event. However, if the event is rescheduled, Phase Paranormal Events may set limitations on any refunds requested. We will endeavour to ensure that every client is made aware of a cancelled event as soon as possible, however Phase Paranormal Events will not refund any money expenses incurred due to the cancellation of any events, this includes all travel costs and hotel expenses.
14. Any event or part of an event is in the open air it is obviously at the mercy of the weather conditions. The client's responsibility is to ensure they are wearing the appropriate clothing and are protected against the weather. Flat comfortable shoes are to be worn and warm clothing. Phase Paranormal Events reserve the right to move the event or any part of the event to a covered area, however this is a rare occurrence. Phase Paranormal Events will give as much notice to the client as possible prior to travelling to the event, should a team member be unable to reach the event location, then Phase Paranormal Events will class the event as inaccessible and therefore cancelled due to circumstances beyond our control. This may happen as late as guests travelling en route to the event. Phase Paranormal Events will endeavour to ensure that cancelling the event is the last option and will always work towards a solution enabling the event to go ahead as planned.
15. Phase Paranormal Events will endeavour to make sure your event goes ahead as planned, however due to circumstances that may be out of our control, Phase Paranormal Events will contact you as soon as possible to let you know the event has been cancelled and will offer you a place on another event. Phase Paranormal Events will not be held responsible for any costs you may incur such as accommodation, travel, parking or toll fees.
16. Accidents happen, whilst you are at your chosen event from the designated start time to the designated finish time, you are on the premises at your own risk. You are advised not to wander from the group unless in team controlled conditions. We advised that each member of your party has their own 3 rd party public liability insurance. Our insurers have indicated that you may not be covered by our insurance at particular venues as it is outside our normal public access, therefore Phase Paranormal Events accept no responsibility for any accidents, or injury caused to yourselves, or any member of your group, however caused.
17. Phase Paranormal Events only use reputable mediums and paranormal investigator's, however, they can only offer you their own perspective and this should be considered in piecing information together. You are responsible for making your own decisions about what you are experiencing and should act accordingly to your own beliefs and not the beliefs of others. Phase Paranormal Events recognise that statements are the sole opinion of the medium, host, or investigator and are not a reflection of Phase Paranormal Events policies or opinions. There are no guarantees in relation to what is truth and what may be offered as an opinion.
18. We endeavour to offer a psychic element to our events through the use of mediums & psychics, however there may be times where this will not be possible. If you are booking an event on the basis of a medium being present, then please contact us on ////////////////// to clarify before completing your order However, Phase Paranormal Events reserve the right for no refund to any person or persons on any event where the medium or psychic has been unable to attend on the day and no replacement has been found, however the event will go ahead.
19. Phase Paranormal Events reserves the right to change any named mediums or guests for any events should any problems arise within the company, or personally for the listed medium or guest.
20. The team have witnessed paranormal activity at locations and any information you are given will be true to what they witnessed or experienced, either personally or as a group. We only book locations that are known to be paranormally active, but Phase Paranormal Events cannot and will not guarantee that you will experience anything paranormal whilst on your event.
21. Any personal information that may be requested or is received from you, relating to names, addresses, email addresses or contact telephone numbers is sensitive and will not be used for any other purpose, other than contact in case of a cancelled event or any other issues prior or after an event, as per data protection laws.
22. Phase Paranormal Events only use professional &amp; reputable mediums. You, the Customer, are responsible for making your own decisions and it is understood that when our employees, contractors, psychics, mediums, clairvoyants or hosts suggest something to you, It is your own responsibility to decipher the information you may receive and make a decision based on your own beliefs and not the beliefs of others around you.
23. Whilst you and your party are attending an event, you will act in a sensible manner and will not cause injury or harm to anyone or anything including animals and property. Aggressive behaviour towards other guests, team members or mediums, resident or visiting WILL NOT be tolerated. In the case of any issues arising you will be removed from the event along with any other offending parties and No refunds will be given.
24. Due to the lateness of event finish times, please be aware of surrounding properties and leave the event as quietly as possible.
25. All Phase Paranormal Event terms and conditions are non – negotiable and upon the booking of your event, you – the client and all members of your group, have demonstrated your acceptance of all whether you have read them or not. These terms and conditions are binding and subject to law.
26. Phase Paranormal Events reserve the right to revise these terms and conditions from time to time, we suggest that you check the page from time to time and take a few moments to read it taking note of any changes made, as no notification will be given to people either booking or to people that have already booked an event.
27. Phase Paranormal Events encourage the use of cameras, filming and recording equipment and is permitted on all our events subject to limitations. Any footage caught is deemed for personal use and not public view and ownership of this footage either audio or visual belongs solely with Phase Paranormal Events. Before commencing either video or audio recording, you must make any and all those present so that they are aware and have the choice to not be included. You must seek the consent of Phase Paranormal Events via email before releasing any audio or visual footage or content into any and all public domains including all social media and personal websites. This ensures our guests , events and locations are not compromised in any way. Failure to comply with this could lead to Phase Paranormal Events taking legal action. Phase Paranormal Events reserve the right to require you to sign a document during your event as an agreement that you understand these .
28. While we endeavour to ensure that Phase Paranormal Events website is available 24 hours a day, we will not be liable if for any reason this website is unavailable at any time or for any period due to system failure, maintenance or repair or for reasons beyond our control. If such issues should occur we will endeavour to have the site available at the earliest possible time.conditions. Some locations do have limitations in place for filming in order to ensure the enjoyment of other guests.
29. Private readings will not be given on any events by our mediums or psychics, please do not ask as refusal may offend.
30. Due to changes in Consumer Law, replacing the Fraudulent Mediums Act 1951, we are legally obliged to state the following: &quot;All events on this site are for entertainment purposes only &quote.
31. At no time will any attendee on a Phase Paranormal Events event be made to feel that they have to take part in any experiments or activities. Before certain activities, each attendee will be given the option of whether or not they wish to take part. If they do not wish to take part they will be required to stay with the group, they will not be allowed to walk around or investigate on their own, unless in a manner controlled by a team member at the time, and if there is another team member available to deal with the issue.
32. Any persons attending a Phase Paranormal Events event with any ongoing medical issues I.E diabetes, asthma, etc , are required upon arrival to contact a team member and make them aware of any such condition. This can be done privately, and confidentially with any member of the team. The team member will not pass on any of the given information to anyone other than the people who will need to be aware. Other team members will be told privately and the along with the acting first aider for the evening. If you are asthmatic and require your inhaler regularly then please make sure you have it with you for the duration of your event. If you have other medication that you may need to take in an emergency please make team members and members of your party fully aware of where it is stored. Phase Paranormal Events, all its team members, staff, hosts, mediums, guest or resident, take no responsibility to administer any treatment. Phase Paranormal Events also take no responsibility and will not be held accountable for any injury or death arising in any medication being administered either by yourself , any members of your party or any medical staff that attend, including paramedics, out of hours doctors, or fast response medics.
33. Deposits for all events are Non-refundable, however you can transfer your deposit to a different event or even over to another guest, provided we are given no less than 4 week notice prior to the initial booked event date.

CANCELLATIONS: US

1. Phase Paranormal Events reserve the right to cancel any event at any time at our own discretion, this includes cancelling an event if not enough clients have booked to make an event financially viable to run. Should we feel the need to cancel any event we will endeavour to let you know as soon as reasonably possible. Under these circumstances we will offer a full refund of any money paid for your booking or to move your booking to another event of your choice within reason, however we will accept no responsibility or any other liability whatsoever to you. This includes refunds on any hotel bookings, travel arrangements, or any other costs incurred relating to the cancelled event.

CANCELLATONS AND REFUNDS: YOU

1. It is solely your responsibility at the time of booking your event to ensure you are able to make the event date. Phase Paranormal Events will not offer a refund or transfer your place should you not be able to attend your chosen event. All payments are non refundable and non transferrable. Deposit options will secure your place/s on your chosen event, however, the remaining balance is to be paid no more than 4 weeks prior to the event. If the balance is not received by the due date Phase Paranormal Events reserve the right to re – sell your ticket/s and retain any deposit payment already made.
2. We are not able to resell your ticket/s on the website if your unable to attend your chosen event, however, if the ticket price has been paid in FULL the clients ticket/s can be transferred with prior agreement between yourself and Phase Paranormal Events, please contact us on /////////////////////////
3. No person/s will be allowed entry to the event using your ticket, without prior knowledge and agreement with Phase Paranormal Events. Should the client be unable to attend the event and wish to sell the ticket, the client may advertise on our face group page only, however they are not to be advertised on any other social media site or advertising platform due to the terms and conditions associated with them. Phase Paranormal Events accept no liability whatsoever for any third-party transactions made via this method, Phase Paranormal Events will also not involve itself with any correspondence to aid with the transaction. It is the clients responsibility to inform Phase Paranormal Events once you have sold your ticket/s and to give the name of the person who has purchased it/them. It is also the clients responsibility to inform the recipient that they are to contact us and make the relevant changes to the booking.
4. All clients are required to read Phase Paranormal Events terms and conditions thoroughly. It will be deemed that the person/s purchasing the tickets has been asked to read the terms and conditions and having done so is agreed by all. Failure to read these terms and conditions gives Phase Paranormal Events the right to refuse entry to the client/s to any events. It is the responsibility of the lead person to share the terms and conditions with all members of your group before booking as making the booking, be it as a deposit option or full payment, is acknowledgment that all of the group attending the event have read and agreed to the terms and conditions set out by Phase Paranormal Events.
5. It takes just one disruptive guest to have an adverse effect on other guests and the event itself, therefore no disrespectful behaviour will be tolerated. Any disruptive or disrespectful behaviour will be dealt with swiftly and with as little further disruption to other guests, or the event as possible. The person/s involved will be removed from the event, regardless of travel arrangements, transport difficulties, location or weather conditions. There is ZERO tolerance for drugs and alcohol being consumed before or during the event, anyone found or suspected to be under the influence of either will not be permitted to take part in the event and will be required to leave the event. Phase Paranormal Events reserve the right to have to prove what is suspected and can act accordingly if needed to.
6. Please contact us as soon as possible to let us know if you are unable to attend the event, even if it is on the day. Due to both insurance purposes and health and safety, you will be signed into your event as you arrive. Should you not be able to attend not only does this hold up the event, but team members will need to be informed.
7. Our events are held in old building's, therefore it is the clients responsibility to make sure they are wearing the appropriate footwear. We suggest flat comfortable shoes. Some of the venues have floors that are un-even and you may be required to stand for long periods of time. The temperature in some venues can drop dramatically through the late hours, so we suggest warm clothing, you can always remove a layer if your warm enough.
8. On any events offering a meal, it is the client's responsibility to voice any food allergies they themselves or any member of their group have. Phase Paranormal Events accept no liability whatsoever should we not be informed. Before making a booking, should the client/s have any food allergies, they are requested to contact us on /////////////////////// to discuss their requirements. Clients are not to contact the venue direct. Should the client contact the venue direct, Phase Paranormal Events will take no liability whatsoever for any allergic reactions, death or injury arising from any food related complications.
9. It is the client's responsibility to inform Phase Paranormal Events of any medical condition/s either themselves or another member/s of their group have. Please contact us on ///////////////////////// to discuss any issues before making your booking, this enables us to deem if the event is viable for the client/s with their health and safety in mind, we are then able to make the event team aware. Any information given will be kept private and in line with the data protection act. Should a team member need to speak to you regarding any issues you have raised it will be done privately, the client can also request to speak to a team member privately.