

Terms & Conditions

Game rules

By registering the game, the participants confirm they were introduced to the game rules and they take up full responsibility for following these rules, as well as they are fully responsible for their health condition. The members of the game team confirm they won't have any complaints connected with lost goods, injuries received due to their negligence, undervaluation of rules or due to other participants' fault. During the game, it is prohibited to damage the municipal property. All tasks in the game are logical thinking oriented and don't require the use of physical force.

ITEMS NECESSARY FOR THE GAME

- The participants should have with them a cell phone with permanent Internet connection.
- For the case of mobile device's battery discharge a changing device should be taken with a power bank or a spare mobile device (a mobile device of another participant of the game is also an appropriate solution).
- In case of mobile device's battery discharge, you can proceed with the game by clicking on the initialization link previously sended on your mail.
- The participants of the game should have their money with them to be able to use additional offers, if they are offered during the quest.

GAME EQUIPMENT

These items only refer to the games which require game equipment.

- The game begins by clicking on the initialization link previously sended on your mail.
- The participants constantly receive riddles, clues and other notifications necessary to complete the game from the page <http://streetquest.dk>
- During the game the participants get around the city, solving riddles on the territories of venues and on the streets of the city.
- If due to some reasons the participants cannot solve a riddle, they use clues that appear during the game process.

TECHNICAL SUPPORT

The technical support service should NOT be contacted if:

- The participants cannot solve the riddle. The participants should wait for the last clue.
- The participants cannot find the location of a sightseeing place. The participants should wait for the last clue.
- The participants enter the wrong answer.
- All of the mobile devices of the participants connected to the Internet got discharged.
- The participant's Internet is not running. Most probably the problem is that the location has bad network coverage. The participants should go outside to provide a good signal for their mobile device.

The technical support service should be contacted if:

- The participants would like to cancel the game.
- The website <http://streetquest.dk> is not working or sends any errors. Please check the Internet signal prior to calling.
- The reasons not mentioned above occur.

GAME PURCHASE AND PAYMENT TERMS

All prices indicated in currency which is official in a country where quest is being played. Prices are shown in Danish kroner and include VAT.

Booking:

- Game booking and payment are made simultaneously not earlier than 36 hours before the start of the game.
- The number of participants of one game cannot exceed the number indicated in game description. Except for the situations when separately agreed with administration.
- The participant confirms the booking of the game by the transaction of full amount for the game.
- Right after the successful payment, the letter will be sent to the email address indicated during the registration, confirming the game is booked. Please make sure you check your Spam folder.
- Once the Buyer has placed an order, the Buyer will receive a receipt, which is a reproduction of the order given. The receipt is not an indication that the order has been processed or that a purchase agreement has been entered into.

Payment:

- At www.streetquest.dk, the Buyer can pay with the following payment cards: Visa / Dankort and Mastercard.

- At www.streetquest.dk, the Buyer can pay via MobilePay
- Transaction fees are stated before purchase and do not exceed the rates set by PensoPay.
- When the Buyer places an order, the payment card used will be authorized. If the card is not authorized, the Buyer will receive a message on the screen that the authorization failed, and will then be asked to choose another payment method.
- Bank transfer - It is possible to pay by bank transfer by ordering over the telephone. Call +45 81613868

Cancellation and right of withdrawal:

- The following conditions for the right of withdrawal are formulated in accordance with the Consumer Contracts Act, § 18, subsection. 2 no. 12. The term "leisure offer" in § 18, subsection 2, no. 12, according to the underlying EU directive includes i.a. reservations for cultural events, such as concerts and theater. This means that Street Quest, as a Seller of cultural live events, is not obligated to grant a right of withdrawal. Nevertheless, the Seller would very much like to meet our customers and has therefore formulated the following framework for the right of withdrawal.
- Cancellation is when the Buyer completely or partially makes a cancellation or similar change of the agreed services. Cancellation of events must be made in writing to info@streetquest.dk
- If a customer who ordered or bought the game is legally incompetent or does not hold responsibility for the order/purchase, the responsibility for the order/purchase will be held by its legal representative (for example, parents, trustees). In such cases the order is not cancelled and the money is not subject to refund.

Complaint:

- Complaints must be made in writing and be received by the Seller no later than 8 days after the settlement date. Inquiries must be made in writing to info@streetquest.dk, where all inquiries will be answered within 5 working days.

Disputes:

- Any dispute involving purchases from "Secret Games" Enkeltmandsvirksomhed is subject to Danish law and the Danish courts, unless mandatory legislation dictates otherwise.

Marketing:

- Seller is entitled to include customers on reference lists for use under marketing. Consent to this is given by acceptance of the terms of trade. The Buyer's consent to this may be revoked at any time by written notice to the Seller.

The processing of your personal data:

- Seller respects Buyer's privacy and, of course, processes personal information in accordance with applicable law.

We are always happy to answer your questions!