



### THE LIVE EXPERIENCE PASS TERMS AND CONDITIONS

In these terms and conditions, "LLE" refers to Little Lion Entertainment Limited which owns and operates The Crystal Maze LIVE Experience London, The Crystal Maze LIVE Experience Manchester and Tomb Raider: The LIVE Experience.

These are the terms and conditions ("Terms") on which we supply The LIVE Experience Pass ("Experience Pass") to you ("Passholder" or "you"). Please read these Terms carefully before you submit your order for any Experience Pass to us. These Terms tell you who we are, how we will provide the Experience Pass to you, what to do if there is a problem and other important information.

These Terms are integral to each Experience Pass and are independent of any other contract and cannot be varied. Purchase and use of an Experience Pass is in accordance with the terms and conditions of each individual Attraction, copies of which are available on each attraction website. Please ensure that you are willing to be bound by these regulations before purchasing your Experience Pass.

When you place an order for an Experience Pass on our website our acceptance of your order will take place when we email you to accept it, at which point a contract will come into existence between you and us. We will assign a number to your order and will tell you what it is when we accept your order. It will help us if you can tell us the pass number whenever you contact us about your order. All orders from this point are deemed non-refundable. Gift Voucher credit cannot be used to purchase Experience Passes, however, if the pass is intended to be gifted to a person other than the purchaser, all details will be required of that person at the point of purchase. An Experience Pass will only be valid when it is used and/or presented by the named holder, alongside the named holder's Valid Photo ID and is within the Validity Period as listed below. Any use or attempted use of an Experience Pass in breach of these Terms or the relevant Attraction's regulations will result in the Experience Pass being revoked without a refund and/or compensation.

For the avoidance of doubt, pass sharing is a breach of these Terms and any attempted use of an Experience Pass by someone other than the named holder, regardless of the reason, will result in access being refused and the Experience Pass being revoked without a refund and/or compensation. For this reason, you should ensure that the Experience Pass is kept in a safe and secure location where others will not have access to it.

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The attractions that are able to be used with the LIVE Experience pass are The Crystal Maze LIVE Experience London, The Crystal Maze LIVE Experience Manchester and Tomb Raider: The LIVE Experience London.

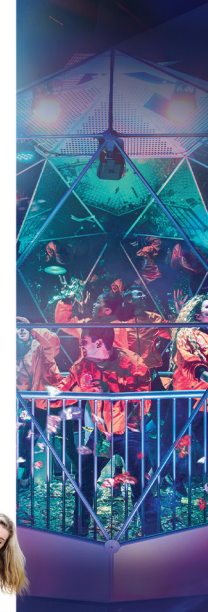
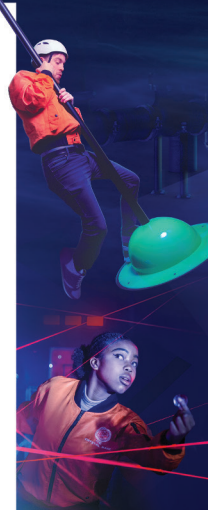
The LIVE Experience Pass entitles the holder to admission to the Attractions for a period of 12 months from the date of issue ("Validity Period") and is subject to the operating calendars of each Attraction and any applicable exclusion dates. The 'valid until' date will be displayed on the Experience Pass when issued and Passholders can use their Discovery Pass up to and including the 'valid until' date. Please check individual Attraction opening and closing dates on the relevant Attraction's website before you visit. Please note that not all Attractions are open all year.

LLE, in its absolute discretion, reserves the right to vary the opening and closing dates of the Attractions, to require pre-booking for any Attraction, or to impose or vary limits on the numbers of persons allowed to book entry for or to enter any Attraction on any given day/ at any given time, and to close, remove or cancel all or any part of the games, areas, events or facilities within the Attractions, in each case for any reason including, but not limited to, technical, health and safety, legal, regulatory and/or operational reasons or due to special events or private functions.

The full value or any part of the value of the Experience Pass will not be refunded nor will any compensation be payable if any of the Attractions become unavailable or if any part of any of the Attractions are closed or removed from the Experience Pass.

The Experience Pass will not guarantee immediate entry to any Attraction or any event at any time. Passholders are required to book an available time slot or pre-book their entry in advance in order to access the Attraction or an event, otherwise they will not be permitted entry. Please note that all time slots are strictly subject to availability, so early booking is recommended. Passholders are able to book an available time slot by emailing [membership@littlionentertainment.com](mailto:membership@littlionentertainment.com) telling us the name of the experience, preferred visit date and time and the number of tickets required. Please allow a minimum of 48 hours' notice when booking.

To use an Experience Pass, the Passholder must show their Pass at the entrance to the attraction. Entry to an Attraction by use of a Experience Pass will only be permitted if a valid Experience Pass





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can be presented. Failure to present a valid Experience Pass may result in a charge of the "on the day" admission rate applicable to the relevant Attraction, which will be non-refundable. Passholders are also required to present a valid form of Photo ID and their pre-booked tickets on arrival. Failure to present all or part of these elements may result in admission being refused.

Please only make bookings using your Pass if you are able to visit on that day. If you do not visit the attraction using your Pass before closing time on the day of the booking, we reserve the right to mark your booking with a 'no show'. If you are a 'no show' three times within a 90-day period, we may also pause your Pass. If this happens, we will email you, and you will not be able to make any further bookings for 14 days after receipt of that email. If you would like to discuss or query any 'no show' status, or to cancel any bookings, please contact us via [membership@littlilionentertainment.com](mailto:membership@littlilionentertainment.com).

All Experience Passes remain the property of LLE and can be withdrawn at any time. Passholders shall take all reasonable steps to ensure that an Experience Pass is always kept secure and any Experience Pass which has been lost, stolen and/or damaged should be reported to [membership@littlilionentertainment.com](mailto:membership@littlilionentertainment.com).

Experience Passes are non-transferable and cannot be sold, loaned, or given away to or used by a third party. An Experience Pass will automatically be deemed void and shall be revoked without a refund and/or compensation if sold, loaned, or given away or if any attempt is made to sell, loan or give it away. In the absolute discretion of the relevant Attraction, access will be denied to any or all Attractions and the relevant Passholder's pass revoked, if LLE considers the Passholder to be guilty of (i) fraud or attempted fraud in respect of the Experience Pass, (ii) misuse of the Experience Pass (e.g. abuse of the Experience Pass benefits); and/or (iii) inappropriate conduct during their visit. Inappropriate conduct includes, but is not limited to, displaying any sign or visible representation of any kind which is, or could reasonably be judged to be, threatening, abusive or insulting to any member of LLE staff and/or other members of the public visiting the Attractions, or allowing or assisting a third party to attempt to gain unauthorised or improper access to any Attraction with a Experience Pass of which they are not the valid holder. For the avoidance of doubt, no refund and/or compensation will be given in such circumstances.

An individual who has their Experience Pass revoked shall be prevented from obtaining a

replacement Experience Pass and, in the future, is required to purchase a full price entrance ticket to enter an Attraction and this will be non-refundable. A year after the date an individual has their Experience Pass revoked, such individual can contact LLE to purchase a new Experience Pass and LLE will assess the revocation or ban at the time. Customers who are permitted by LLE to purchase a new Experience Pass shall be required to pay the full purchase price applicable at the time of purchase.

An Experience Pass that is discovered to have been purchased through illegal methods (including, but not limited to, the use of fraudulent debit/credit cards) and/or through unauthorised third party channels, will be revoked without compensation.

The management of the relevant Attraction, reserves the right to refuse admission, or to refuse to allow pre-booking, at any time and for any reason including, but not being limited to, the Attraction being at full capacity.

All Experience Passholders may be subject to a bag search on entry to any Attraction. Refusal to allow a search may result in access to the site being denied on the date of visit.

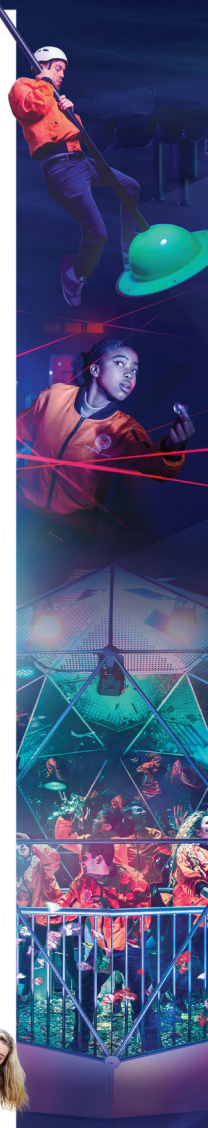
Unless stated otherwise, an Experience Pass cannot be used in conjunction with any promotional offer, voucher, advance booking or with any discount or retail/bar incentive. The Passholder is only entitled to the discounts stated in these Terms or such other discounts as made available to Passholders at LLE's discretion from time to time.

LLE is entitled, in its absolute discretion, to change the price payable for its Experience Pass at any time and for any reason and may from time to time offer pricing or promotional offers for purchasing the Experience Pass at specific Attractions, online, or through third party channels. For the avoidance of doubt, any changes in pricing will not apply to existing Experience Passes retrospectively.

All Passholders, their family members and friends entering an LLE Attraction by virtue of a discounted entry ticket are required to comply with the booking and entry conditions set out in these terms and conditions and the terms of conditions of each attraction.

### PROVISION OF DATA AND LITTLE LION ENTERTAINMENT PROCESSING

All data given to LLE during the required purchase process will be kept in line with LLE's Privacy Policy which can be found on each attraction's website. Each Passholder will be issued with their own physical Experience Pass card and will be





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required to supply the following data during purchase: (a) their first name and surname; (b) their date of birth; (c) their residential address; (d) a contact telephone number; and (e) a contact email address. Each individual will be issued with their own Experience Pass.

The purchaser of an Experience Pass must be 9 years or over (and if purchasing an Experience Pass on behalf of a minor (under 18s) the purchaser confirms that they are a parent or guardian of the minor and are authorised to share the minor's personal data. A disabled person is entitled to purchase a LIVE Experience Pass and an accompanying free carers pass by providing documentation demonstrating a disability (for example by producing a doctor's letter setting out the disability, proof of receipt of disability living allowance or a disabled parking badge), that the disabled Passholder shall be entitled to a free Carer Experience Pass ("Carer Pass") which enables them to bring their carer into an Attraction with them at no additional cost.

A carer pass will be issued with a disabled Passholder's Experience Pass where evidence of the disability has been provided by the relevant Passholder via email to [membership@littlilionentertainment.com](mailto:membership@littlilionentertainment.com). Carer Passes are issued solely at LLE's discretion and cannot be obtained at attraction or over the phone. Carer Passes will be reviewed annually. The Carer Pass can be used by any family member, friend, or carer of the disabled Passholder who 9 years of age or over. Each time a disabled Passholder visits an Attraction with a carer, they shall also supply their Carer Pass in order for the carer to be granted entry. If a disabled Passholder has forgotten their Carer Pass and wishes to have a carer present during their visit to an Attraction LLE may, at its sole discretion, issue the carer with a day ticket. The Carer Pass entitles the designated carer admission to the Attractions only and does not entitle the designated carer to any other benefit. Use by the Passholder and/or their carer of either the Experience Pass and/or the Carer Pass in breach of these Terms may result in both the Discovery Pass and the Carer Pass being revoked without compensation.

### FRIENDS AND FAMILY VOUCHERS TERMS AND CONDITIONS

At the point of purchase, Experience Pass purchasers will be able to book additional tickets to each of the Attractions at a discount of 25% off the current on-sale price for that date and time slot. Whilst there are no limits to how many tickets can be booked with this discount, LLE reserve the right to change this at any time. This discount is only valid whilst the Experience Pass is valid.

Guests can only use their discount alongside a booking made with their Experience Pass. Friends and Family vouchers cannot be used on their own, or in conjunction with any other offer. Guests must still present their tickets and valid Photo ID on arrival. All guests using the Friends and Family discount must be 9+ years of age. Any guests using the Friends and Family discount must make the team aware upon booking of any disabilities.

All Friends and Family discount tickets must abide by the above Terms and Conditions of The Experience Pass and the individual attractions Terms and Conditions set out on each website.

Booking using the Friends and Family vouchers will be strictly subject to availability, and must be booked in advance by the attending Passholder by emailing [membership@littlilionentertainment.com](mailto:membership@littlilionentertainment.com)

### MERCHANDISE AND BAR TERMS AND CONDITIONS

All Passholders will be entitled to 25% off the purchase of any merchandise available for purchase at the attractions including Photo Packages upon presentation of their valid Experience Pass and valid Photo ID.

Passholders will be entitled to 25% off any bar purchase including bar snacks upon presentation of their valid Experience Pass and Valid Photo ID. Guests that fail to present their Pass at the point of purchase will be required to pay full price for any desired items.

