

Terms & Conditions & Cancellation Policy

Worlds Awakened LTD

Last updated: 22/07/2026

These Terms & Conditions (“T&Cs”) govern your booking, attendance, and participation in events run by **Worlds Awakened LTD** (“we”, “our”, “us”). By purchasing a ticket or registering for an event, you agree to these terms.

1. Booking and Payment

- All bookings must be made through our official website or approved booking platforms.
- Full payment is required at the time of booking unless otherwise agreed.
- We reserve the right to refuse bookings at our discretion.
- Prices may include VAT where applicable but may exclude optional extras such as merchandise or add-on experiences.

2. Age Restrictions

- Some events have age restrictions due to content, physical activity, or safety requirements.
- You must meet the minimum age requirement specified for the event.
- Proof of age may be requested on arrival.

3. Health, Safety & Welfare

- Participation in immersive and LARP events may involve physical activity, outdoor terrain, costuming, roleplay, or props.
- You must follow all safety briefings, event rules, and instructions from staff.
- You must inform us of any medical conditions, allergies, or access requirements that may affect your participation.
- Worlds Awakened LTD reserves the right to remove any participant who poses a risk to themselves or others.

4. Conduct

- All participants must adhere to our **Player Code of Conduct**.
- Harassment, discrimination, bullying, or unsafe behaviour will not be tolerated.
- Staff decisions regarding safety, boundaries, and behaviour are final.

5. Photography & Media

- Events may be photographed or filmed for marketing or documentation purposes.
- By attending, you consent to your image being used unless you notify us in advance.
- Personal privacy will always be respected in accordance with our Privacy Policy.

6. Tickets & Transfers

- Tickets are valid only for the date, time, and event specified.
- Tickets are non-transferable unless explicitly permitted by us.
- Name changes or transfers may incur an administration fee.

7. Cancellation Policy

By Participant:

- If you cancel more than **90 days** before the event, you may receive a **full refund minus any booking fees and taxes**
- Cancellations **45-30 days** before the event may receive **50% refund minus any booking fees and taxes**.
- Cancellations **less than 15 days** before the event: **no refund**, but you may transfer your ticket to another participant (subject to approval).
- Cancellation requests must be made in writing to Contact@worldsawakened.com.

By Worlds Awakened LTD:

- We reserve the right to cancel, postpone, or change an event for any reason (including weather, safety, or unforeseen circumstances).
- In such cases, participants will be offered a **transfer to an alternative date**.
- We are not responsible for additional costs incurred by participants (e.g., travel, accommodation).

8. Force Majeure

- Worlds Awakened LTD is not liable for delays, cancellations, or failures to deliver services caused by circumstances beyond our control (e.g., extreme weather, natural disasters, government restrictions).

9. Liability

- Participation is at your own risk.
- We provide risk assessments, safety briefings, and supervision, but cannot guarantee complete safety.
- We do not accept liability for personal injury, loss, or damage except where required by law.
- You are responsible for your personal belongings during events.

10. Personal Data

- Your personal data will be collected and processed in accordance with our **Privacy Policy**, particularly for bookings, safety, and welfare purposes.

11. Complaints

- Any concerns or complaints should be submitted in writing to Contact@worldsawakened.com.
- We will acknowledge and respond to complaints as promptly as possible.

12. Governing Law

- These Terms & Conditions are governed by the laws of **England and Wales**.

- Any disputes arising from these terms will be subject to the exclusive jurisdiction of the courts of England and Wales.

By booking or attending a Worlds Awakened LTD event, you agree to these Terms & Conditions and our Cancellation Policy.