

Escape Game: Leonardo Artmergency!

An escape game in collaboration with History Mystery®

FREQUENTLY ASKED QUESTIONS

SECTION I – WHO CAN PLAY

Q Who can play the escape game?

A This game is suitable for families with children aged 14 years and up, as long as children are accompanied by adults. Due to the complexity of the puzzles and the immersive setting at least one adult must be present for groups that contain players under 16 years of age. There is nothing physically demanding and no upper age limit. Seating is available in all rooms.

Q Are there any access restrictions?

A The game takes place on a single level and does not involve any steps. There is step free access to the galleries. Manual wheelchairs are available to borrow free of charge for the duration of the visit. Mobility scooters can be used, providing they are compatible with the lift that measures 145cm in depth by 82cm in width and has a weight limit of 1000kg.

Q Are there any physical restrictions?

A There are no physical restrictions on playing the game and the games are not physically demanding. Although the game primarily requires thinking some puzzles require a small amount of manual dexterity and visual acuity. Lighting levels are good throughout.

Q Do carers need to buy a ticket?

A Carers can participate free of charge.

Q Are any materials given to participants available in large print?

A Due to the placement of written clues on objects, large-print materials are not planned. Lighting levels are good throughout.

Q Are there instructions that need to be heard?

A The game briefing and clues are given verbally. Deaf and hard-of-hearing players can take part fully in the game if accompanied by a sign language interpreter if required. Game staff can wear a microphone/loop – do please let us know in advance if this is required. Assistance dogs are welcome.

Q Can I bring my young child along with me?

A Children under 14 years of age are not permitted. The game is designed to be played by adults and older children, so does not contain elements suitable to entertain younger children for an hour.

Q Can I bring my dog or other pet along?

A The Queen's Gallery allows assistant dogs ideally wearing their work harness. Other dogs and pets are not permitted.

SECTION 2 – PRACTICALITIES

Q How many people can play the escape game?

A This game is for teams of between 4 and 8 players.

Q Do we have to have a team of players in order to participate?

A Tickets are available for teams and not for single players. People will not be put into teams.

Q When should I arrive for my escape game?

A Please arrive for your game at least 15 minutes ahead of your start time. You will be required to pass through security screening at The Queen's Gallery entrance and should make use of the toilet facilities ahead of arrival for your game. Games will start exactly at the time slot indicated on your booking confirmation and must start on time. When you arrive we will fully brief you and give you a full hour to enjoy the game. Late comers will not be admitted.

Q Will we have the escape game to ourselves?

A Yes, your team gets exclusive use of your booked escape game, although you will be monitored by our game staff.

Q What if I am late for my escape game?

A Please arrive at least 15 minutes ahead of your start time. Each game must start on time. Failure to arrive by your game start time will mean that admittance will not be permitted.

Q How long will my escape game experience last?

A. You should arrive 15 minutes before your game start time and after passing through security will receive your team briefing, then you have up to 1 hour to complete your escape game. After that there is an opportunity to have a team photo taken.

Q What if we need help?

A Our game staff will be on hand to provide helpful hints if you really get stuck.

Q What if I want to leave the escape game before my hour is up?

A If you need to leave early please communicate with our game staff and let us know what is wrong; we are here to help. The door is not locked and you are free to leave at any time.

Q What should I bring?

A Please bring your booking confirmation, printed or on your phone.

Q Can I take personal belongings and bags into the game?

A No, please leave coats, bags, phones and other belongings in the cloakroom before starting.

Q Can I take food and drink into the game?

A No, consumption of food and drinks is not permitted inside the gallery.

Q Do I need any knowledge of history or art?

A No, everything you need to complete your mission is contained inside the game.

Q What happens if I don't complete the mission in time?

A Don't worry, you are not locked in and we'll let you out after the hour is up - you may not win the game but it's the taking part that counts.

Q What happens if I complete the mission early?

A Well done, use the rest of your time to bask in your glory!

Q Can I take photos or videos during the escape game?

A Please do not take photographs or videos as this would detract from your own enjoyment of the game and spoil it for other visitors if our secrets got out. An optional team photo will be taken after your escape game and will be sent to you personally if you choose to leave us your details.

SECTION 3– BOOKINGS AND CANCELLATIONS

Q How do I book?

A Please visit our online bookings page, which will show you what times are available to book, process your booking and take payment in advance. You will need to book in advance to secure your game.

Q What if I want to bring extra people on the day?

A Teams sizes are from 4 to 8 people. You are at liberty to bring as many people as you wish within these team sizes. We are unable to exceed the maximum number.

Q Can I cancel or rearrange my escape game booking?

A We are unable to guarantee to amend escape game bookings. Contact us at least 48 hours before your booking via the email address or phone number shown on your booking confirmation to discuss.

Q Do I need to print my booking confirmation email and ticket?

A You do not need to print anything, please have your digital e-ticket ready to show on your mobile phone.

Q Can I pay cash on the day?

A Sorry no, to guarantee your booking you must book and pay online in advance.

Q How do I get there?

A Please click on the link to find details

<https://www.rct.uk/collection/themes/exhibitions/leonardo-da-vinci-a-life-in-drawing/the-queens-gallery-buckingham>