



ACCESSIBILITY & INCLUSION

Clear information, practical support and welcoming experiences

Our Approach to Accessibility & Inclusion

Escape This does not claim every experience is suitable for every guest. Some environments include darkness, confined spaces, loud sound, flashing effects, physical movement or horror content. Our approach is to provide honest information before booking, help guests choose the right experience and make practical adjustments wherever possible.

OUR FOCUS

Give guests the information, choice and support they need to participate with confidence, while creating a respectful and welcoming environment for people of different abilities, identities and backgrounds.

Clear Information

Experience-specific guidance covers access and suitability considerations including mobility, wheelchair access, pregnancy, claustrophobia, pacemakers, asthma, flashing lights, hearing requirements and reading comprehension. This helps guests choose appropriately before they arrive.

Personalised Support

Guests can contact our team by phone, email, live chat or enquiry form before booking. Staff can recommend more suitable experiences, explain access considerations and add booking notes so the Games Master is prepared for the group.

Practical Adjustments

Where practical, Games Masters can adapt delivery through calmer briefings, additional explanation, repeated clues, alternative communication methods, extra lighting or closer guidance - supporting the guest without making them feel singled out.

LGBTQIA+ Inclusion

Escape This is committed to providing a safe and welcoming environment for LGBTQIA+ guests. We expect staff to treat every visitor with respect and professionalism, use inclusive language, avoid assumptions about identity or relationships, and respond appropriately if a guest raises an inclusion concern.

Next Steps

We commit to applying for the **Accessible Tourism Program** and **Rainbow Ready Accreditation** to benchmark our current practices, identify further improvements and strengthen accessibility and LGBTQIA+ inclusion across our customer journey.

OUR COMMITMENT

Accessibility and inclusion are about helping every guest find the right experience for them - through honest information, thoughtful support, practical flexibility and a team committed to making people feel welcome.