

FANTASTIC ESCAPE – FAQ

BASIC QUESTIONS

How much does it cost to play?

\$25/person for hour-long rooms

\$10/person for fifteen minute rooms

\$5/person for ten minute mini games

\$50/person for two hour rooms

How many people can play at one time?

We recommend 2-8 people per room. If you have 10 or more, it is advisable to divide into two groups and play two different rooms.

Do we have to play with people we don't know?

All escape room experiences are private; you will only play with your chosen team.

How old do you have to be to play? Do kids get a discount?

Escape rooms are fun for anyone old enough to be a fluent reader. Players aged 6 and up must pay full price to play; younger players are welcome to join in for free, but we do ask that they be properly supervised for their safety.

What are your hours?

Our building is open 10-8 Monday-Saturday and 12-6 Sunday, and by appointment.

Where are you?

We have 2 locations: Cedar Rapids on the 1st Avenue side of Lindale Mall, and Lisbon Main Street.

MORE INFO

Do I have to make a reservation to play?

It is strongly recommended that you reserve your game ahead of time, to ensure there will be a room available. We do take walk-ins on a first-come first-served basis, but we don't guarantee that we can accommodate you without a reservation.

How do I reserve a room?

You can book your room online by pushing the "Book Now" button on our home page and following the prompts to select your room, date, and time. Most rooms require a 2 person admission to be paid as a non-refundable deposit. *Calamity Falls* and *Project Chimera* require a 4 person admission as a deposit (2 of these admissions are non-refundable); these rooms play better with four or more people and can accommodate larger groups.

What if we only have two or three players and want to play a room that requires a 4 admission deposit?

You can call [319-535-2583](tel:319-535-2583) on THE DAY you want to play and request to book the room. A 2 person non-refundable deposit will be required to reserve the room.

How far in advance should I reserve a room?

The sooner you book your room, the more options you will have. Rooms can be booked online up to two hours prior to game time.

What are the mini games?

Mini games are portable games that can be rented for functions at alternate locations; when they are not rented out, they are available to play at our Cedar Rapids location. They do not require a reservation.

Can a group of younger kids play?

A "Junior" version is available for *Calamity Falls* in Cedar Rapids, and for *Road Trip '66* in Lisbon. To play the junior version, simply book the room as usual, then call [319-535-2583](tel:319-535-2583) and request the junior version of your game. The junior version is the same as the regular version, but with added prompts and hints to accommodate younger players.

Can I drop my kids off to play and pick them up after they're done?

Children under age 16 are required to have an adult chaperone. For groups of four or more youths, one chaperone will be admitted into the playing area for no charge.

If we divide our group and play two different rooms, can we still play all at the same time?

Yes. The best way to arrange this is to reserve the two rooms online for whatever times are closest to the actual time you wish to play. Then, call us at [319-535-2583](tel:319-535-2583) and let us know the exact time you wish to play, and we will set both rooms for that time.

Do you offer a group discount?

Groups of 16 or more players will receive a 20% discount on hour-long rooms (ie: \$20/person).

What is your cancellation policy?

The deposit amount of two admissions is non-refundable. With at least 24 hour notice, we offer refund of additional admission amounts and/or rescheduling for no extra fee.

Can we bring food and drink into the room?

Food and beverages are not allowed in the escape rooms. To use our conference room for a reception before or after your game, please call [319-535-2583](tel:319-535-2583) to make arrangements.

Can we buy extra time to finish our game?

When possible, extra time can be added to any game at a rate of \$5/person for 10 minutes. This is a flat fee that can be paid at the end of the game if you decide to

extend your game. This option is only available when it will not disrupt any other scheduled games.

How do we book the two hour version of *Return to the Deep*?

To book a two hour experience, book two consecutive times online, then call [319-535-2583](tel:319-535-2583) to notify us that both rooms are yours.

Can you accommodate special needs?

Our rooms are ADA compliant. Should a member of your party require special accommodations, please call us at [319-535-2583](tel:319-535-2583) and let us know how we can ensure every member of your team has a fantastic experience.

What's the hardest room? What's the easiest room? What should we play first?

Every room has a variety of puzzles intended to appeal to a broad range of players. Clues and hints are customized for each group, so your game master will adapt the game for your team's skill levels. Some rooms have a higher or lower success rate based on the amount of puzzles and how linear the game play might be, but none are intrinsically easier or more difficult. A good order of play for anyone planning to play all of our hour-long rooms would be: *Making Mad* (CR) *Road Trip '66* (Lisbon) *Calamity Falls* (CR) *Project Chimera* (CR) *Return to the Deep* (Lisbon). This order takes into consideration which rooms will be changed soon, as well as the basic flow of each game. There is no wrong order to play, however.

Are there jump scares?

While there are a few elements of surprise incorporated into most rooms, there are no instances where a staff member or actor will jump out at the players. Some rooms do have a startle element at the end of the game if a team is unsuccessful.

How do I rent a portable mini game for my offsite event? What does it cost?

The minimum charge is \$500 for the first game for 2 hours. This fee includes set up, tear down and 2 hours of play. Additional hours are \$150. We have multiple mini games. A second game can be added for \$150/hr. Both rooms will be billed for the same length of time.

Please call 319-535-2583 or email info@fantasticescape.com to arrange for mini rooms.

Can we reserve the whole building for an event?

Absolutely! Call 319-535-2583 or email info@fantasticescape.com for a quote