



Kindred Spirit Investigations – Terms and Conditions of Booking

Date : January 2026

Review Date Jan 2027

By booking, attending, or participating in any event organised by **Kindred Spirit Investigations** (“Kindred Spirit Investigations”, “we”, “us”, “our”), you confirm that you have read, understood, and agreed to the following Terms and Conditions in full.

1. Age Restrictions

- 1.1. No person under the age of **18** is permitted to attend any event unless the specific event states that **16 years or over** are permitted **with parental or legal guardian accompaniment**.
 - 1.2. Proof of age may be requested at any time. Failure to provide proof may result in refusal of entry without refund.
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2. Health, Accessibility, and Suitability

- 2.1. Due to the nature, age, condition, and layout of many venues investigated, **some locations are not suitable for individuals with physical disabilities, mobility issues, medical conditions, or psychological conditions**, including (but not limited to) anxiety disorders, PTSD, panic disorders, epilepsy, or other conditions that may be triggered by low lighting, confined spaces, uneven flooring, loud noises, or emotionally intense situations.
 - 2.2. It is the sole responsibility of the guest to assess their own physical and mental fitness to attend.
 - 2.3. By attending, you confirm that you are **medically and psychologically fit** to do so.
 - 2.4. Kindred Spirit Investigations accepts **no responsibility** for adverse physical or psychological reactions experienced before, during, or after an event.
 - 2.5. Guests are encouraged to contact us **prior to booking** if they require further information regarding venue conditions.
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3. Pregnancy

- 3.1. **Heavily pregnant individuals** are not permitted to attend events.
 - 3.2. Individuals in early stages of pregnancy attend **entirely at their own risk**.
 - 3.3. Kindred Spirit Investigations accepts **no liability whatsoever** for injury, distress, complications, or loss suffered by any pregnant attendee or unborn child.
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4. Behaviour and Conduct

- 4.1. All guests must behave responsibly, respectfully, and safely at all times.
 - 4.2. Any behaviour deemed disruptive, dangerous, aggressive, intimidating, or distressing to others will result in **immediate removal without refund**.
 - 4.3. Assault, threats, harassment, or abuse (verbal or physical) toward staff or guests will be **reported to the police as a matter of routine**.
 - 4.4. Removal from an event will result in a **permanent ban** from future Kindred Spirit Investigations events.
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5. Substance Policy

- 5.1. **Zero tolerance** applies to alcohol, illegal drugs, legal highs, or misuse of prescription medication.
 - 5.2. Kindred Spirit Investigations staff reserve the **absolute right** to refuse entry or remove any guest suspected of being under the influence, without the need to provide proof.
 - 5.3. No refunds will be issued in such circumstances.
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6. Smoking, Fire, and Safety

- 6.1. All Kindred Spirit Investigations events are strictly **non-smoking**, including vaping.
 - 6.2. Candles, matches, lighters, or naked flames are strictly prohibited.
 - 6.3. Any breach of safety rules will result in removal without refund.
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7. Clothing, Equipment, and Facilities

- 7.1. Guests must wear appropriate clothing and sturdy footwear.
 - 7.2. Sleeping facilities are **not provided** unless expressly stated.
 - 7.3. Kindred Spirit Investigations accepts no responsibility for discomfort caused by inadequate clothing or preparation.
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8. Assumption of Risk & Exclusion of Liability

- 8.1. Attendance is **entirely at your own risk**.
- 8.2. To the fullest extent permitted by law, Kindred Spirit Investigations, its directors, staff, contractors, volunteers, and venue partners accept **no liability** for:
 - Personal injury (including serious injury or death)
 - Psychological harm, emotional distress, trauma, anxiety, panic attacks, or exacerbation of pre-existing conditions
 - Loss, theft, or damage to property or equipment
 - Accidents occurring before, during, or after the event
 - Incidents caused by uneven flooring, darkness, weather, structural conditions, or environmental hazards

- Any alleged paranormal or unexplained phenomena

8.3. Nothing in these terms excludes liability for death or personal injury caused by negligence where such exclusion is unlawful under English law.

9. Paranormal Activity Disclaimer

9.1. Kindred Spirit Investigations makes **no guarantees** regarding paranormal activity.

9.2. Guests acknowledge that experiences may be subjective, intense, minimal, or nonexistent.

9.3. Kindred Spirit Investigations accepts **no responsibility** for any physical, psychological, or emotional effects attributed to perceived or alleged paranormal activity.

10. Indemnity

10.1. By attending, you agree to **fully indemnify and hold harmless** Kindred Spirit Investigations and its representatives against all claims, losses, damages, costs, expenses, legal actions, or proceedings arising from:

- Your participation
 - Injury to yourself or others
 - Damage to property
 - Breach of these Terms
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11. Insurance

11.1. Kindred Spirit Investigations holds public liability insurance; however, some venues fall outside standard public-access classifications.

11.2. Guests are **strongly advised** to hold their own personal insurance.

12. Property & Vehicles

12.1. Kindred Spirit Investigations accepts no responsibility for loss or damage to personal belongings, clothing, vehicles, parking fines, clamping, or theft.

13. Cancellations by KINDRED SPIRIT INVESTIGATIONS

13.1. If Kindred Spirit Investigations cancels an event, guests will be offered:

- A full refund, or
- A transfer to another event

13.2. Kindred Spirit Investigations will not reimburse travel, accommodation, or related expenses.

14. Cancellations by Guests

14.1. Deposits are **non-refundable**.

14.2. Cancellations more than one month prior may receive a refund **minus the deposit**.

14.3. Cancellations within one month are **non-refundable**, unless the ticket is successfully resold.

15. Weather Conditions

15.1. Events may be affected by weather.

15.2. Kindred Spirit Investigations reserves the right to relocate or cancel events due to adverse conditions without liability for associated costs.

16. Mediums and Investigators

16.1. Any statements made by mediums or investigators represent **personal opinion only**.

16.2. No representations are made as to accuracy or truth. Guests must exercise independent judgement.

17. Data Protection

17.1. Personal data will be handled in accordance with **UK GDPR**.

18. Recording & Media

18.1. Recording is permitted for **personal use only**.

18.2. All content recorded remains the intellectual property of Kindred Spirit Investigations.

18.3. Written consent is required before public release.

18.4. Breach may result in legal action.

19. Refreshments

19.1. Snacks may be provided; **allergen information cannot be guaranteed**.

19.2. Guests consume food at their own risk.

20. Governing Law

20.1. These Terms are governed by **English Law**, and the courts of England have exclusive jurisdiction.

21. Acceptance

21.1. Booking and/or attendance constitutes **full acceptance** of these Terms and Conditions.