



FREQUENTLY ASKED QUESTIONS

Most people have a few questions before their first escape room experience. Below, we've listed a few that we encounter most often. Please don't hesitate to contact us with questions, concerns or just to chat about which escape room you should try next.

HOW DO I BOOK A GAME?

Please book your game online at TheEscapeGameChicago.com

WILL I BE PLAYING WITH OTHER PARTICIPANTS?

Unless you book the entire room, you may be paired with other players.

HOW DO I BOOK AN ENTIRE ROOM?

To book an entire room, you will need to purchase the maximum capacity for that specific game room.

OUR ROOMS HAVE THE FOLLOWING CAPACITY:

The Heist - 8. Gold Rush - 8. Prison Break - 8, Mission: Mars - 8, Special Ops - 8

HOW DO I BOOK MULTIPLE PARTICIPANTS AT THE SAME TIME?

Simply select the number of players when booking.

DO I NEED TO BOOK IN ADVANCE?

Yes, we strongly recommend booking a reservation through our website.

AM I REALLY GOING TO BE "LOCKED" IN A ROOM?

Yes and no. You will be in a room with a locked door, but every door is equipped with an exit button. Should you feel the need to leave the room, you are welcome to do so at any time.

HOW EARLY SHOULD I ARRIVE FOR MY GAME?

Please arrive at least 15 minutes prior to your game start time. Games will begin exactly at their start times and being late might cause you to have less than sixty minutes to play.

HOW MUCH DO YOUR GAMES COST?

Games are \$34.99 per person plus tax; except our premium game Mission: Mars, which is \$39.99 per person plus tax.

HOW DO I PAY?

All games are paid online at the time of booking.

DO YOU OFFER REFUNDS?

All of our games are non-refundable. However, we can reschedule your game if you contact us at least 24 hours prior to your game start time.

DO YOU HAVE PARKING?

We do not have our own parking lot, but there are paid garages nearby. We recommend grabbing a taxi, using a ride-share service, or walking when possible.

IS THERE AN AGE LIMIT?

We recommend our games for ages 13 and up. We do allow younger players, but some of the game content may be too difficult for them. Players that are 14 and under must be accompanied by a paying adult. Any participants under the age of 18 will need an adult to sign their waiver.

CAN YOU ACCOMMODATE LARGE PARTIES OR CORPORATE EVENTS?

Yes, we accommodate large parties and corporate groups frequently, and rooms can be reserved on our website. If you would like help booking your large group event or would like to rent out our facility at a premium, please email us at Booking@TheEscapeGameChicago.com to receive a custom quote.

HOW LONG IS EACH GAME?

Each game is designed for one hour of intense fun! Plan to spend 15 minutes prior to each game preparing and briefing for your mission, and 15 minutes after each game to debrief and take photos.

ARE YOUR GAMES WHEELCHAIR ACCESSIBLE?

Please give us a call at (312) 453-7753 and we will help you select the best game room for your team.

CAN WE BRING FOOD OR DRINK INTO THE GAMES?

We ask that no food or drink is taken into the game rooms. Alcohol is strictly prohibited on our premises.