

Doghouse Murder Mystery Terms and Conditions

Last Updated: January 18, 2026

These Terms and Conditions (“Terms”) govern the purchase of tickets and attendance at any Doghouse Murder Mystery event, performance, pop-up, or related experience (each, an “Event”) operated by Doghouse Murder Mystery (“Doghouse,” “we,” “us,” “our”). By purchasing a ticket, making a reservation, entering the venue, or attending an Event, you agree to these Terms.

1) Ticketing contract and acceptance

1. **Binding agreement.** Your purchase and/or attendance forms a binding agreement with Doghouse under these Terms.
2. **Third-party ticketing terms.** If you purchase through a third-party platform (including Eventbrite), your purchase is also subject to that platform’s terms, policies, and any optional add-ons you select at checkout. Those terms apply in addition to these Terms.

2) Event details, content, and changes

1. **Event changes.** Dates, times, locations, cast, menu items, and programming may change. We may make reasonable substitutions to maintain show quality or due to circumstances beyond our control.
2. **Interactive and theatrical content.** Events include theatrical performance and optional audience interaction. Content may include simulated crime themes, role-play, staged conflict, and mature humor. No guest is required to participate.
3. **Lighting and effects.** Events may use low lighting, blacklight/UV effects, sound effects, and other theatrical elements. If you are sensitive to lighting or sound, contact us in advance.

3) Admission, arrival, and late entry

1. **Ticket required.** A valid ticket is required for entry. We may require a government-issued photo ID to match the ticket holder name.
2. **Arrival time.** You are responsible for arriving on time. Late arrivals may be seated at an appropriate break in the program or may be denied entry if late entry would disrupt the Event.
3. **Re-entry.** Re-entry may be denied if it would disrupt the performance or create safety concerns.

4) Mixed-age attendance and alcohol service

1. **Mixed-age events.** Unless explicitly labeled otherwise, Events may be open to mixed ages. Some Events may be designated 18+ or 21+ and will be clearly disclosed on the ticket page.
2. **Minors.** Guests under 18 must be accompanied and supervised by a parent or legal guardian for the duration of the Event. Doghouse may deny entry to unaccompanied minors.
3. **Alcohol age requirement.** Alcohol is served only to guests age 21+ with valid government-issued photo ID. No ID, no alcohol.

4. **ID checks and wristbands.** We may use wristbands or stamps to identify guests eligible to purchase alcohol. You agree to comply with all ID checks and service procedures.
5. **Refusal of service.** We reserve the right to refuse alcohol service to any person, including for safety reasons, noticeable intoxication, suspected misuse, or legal compliance.
6. **Responsible consumption.** You agree to consume responsibly and to arrange safe transportation if you drink.

5) Seating, accessibility, and special requests

1. **Seating.** Seating may be assigned. We may seat parties with other guests depending on venue layout and ticket type.
2. **Accessibility.** We will make reasonable efforts to accommodate accessibility needs with advance notice. Contact us before purchasing if you have questions about mobility access, seating, or sensory considerations.
3. **Dietary restrictions and allergens.** Menus may include common allergens and may be prepared in shared kitchens where cross-contact can occur. We cannot guarantee an allergen-free environment. Notify us of allergies in advance and consult staff on-site.

6) Guest conduct and safety

1. **Code of conduct.** Guests must behave respectfully toward staff, performers, other guests, and the venue. Harassment, discrimination, threats, fighting, unwanted touching, or disruptive behavior is not permitted.
2. **Removal without refund.** We may remove any guest for safety, legal compliance, or disruptive behavior. If you are removed, you forfeit any refund and may be banned from future events.
3. **Prohibited items.** Weapons, illegal drugs, and other prohibited items are not allowed. We may conduct reasonable security checks consistent with venue policy.

7) Assumption of risk

You understand and voluntarily assume all inherent risks associated with attending a live, interactive dinner theater event, including but not limited to:

- Moving through crowded or dimly lit areas
- Slips, trips, and falls
- Contact with props or set pieces
- Food-related risks (including allergic reactions)
- Risks associated with alcohol consumption
- Unforeseen actions of other guests

You agree to take reasonable precautions for your own safety and the safety of others.

7.5) Zombie Apocalypse

- In the unlikely event that your loved ones suffer a life-ending event and then promptly reanimate and become an undead abomination, we are not responsible for accommodating their unique, cranial dietary needs.
- We reserve the right to refuse alcohol service to any undead abomination. Can you imagine a drunk zombie? No, thank you.

8) Release of liability

To the fullest extent permitted by Georgia law, you release, waive, and discharge Doghouse and its owners, officers, employees, contractors, performers, volunteers, agents, and affiliated venues (the “Released Parties”) from any and all claims, demands, damages, losses, liabilities, costs, and expenses arising out of or related to your attendance at an Event, including claims based on ordinary negligence.

Nothing in these Terms is intended to waive liability that cannot be waived under applicable law, including claims involving gross negligence, willful misconduct, or other non-waivable duties.

9) Alcohol-related acknowledgment

If you consume alcohol at an Event, you acknowledge and agree that:

1. You are solely responsible for your alcohol consumption and your behavior.
2. You will not drive or operate a vehicle while impaired.
3. You accept the risks of alcohol consumption, including injury to yourself or others.
4. Doghouse may limit, refuse, or stop alcohol service at any time for safety, compliance reasons, or quality of the production.

10) Limitation of liability

To the fullest extent permitted by law:

1. Doghouse’s total liability to you for any claim arising out of or related to an Event shall not exceed the amount you paid for the ticket(s) giving rise to the claim.
2. Doghouse will not be liable for indirect, incidental, consequential, special, exemplary, or punitive damages, including lost profits, lost enjoyment, or emotional distress.

Some jurisdictions do not allow certain limitations. If those laws apply, some limitations may not apply to you.

11) Indemnification

You agree to defend, indemnify, and hold harmless the Released Parties from and against any claims, liabilities, damages, judgments, losses, costs, and expenses (including reasonable attorneys’ fees) arising from or related to:

- Your breach of these Terms
- Your acts or omissions at the Event

- Your violation of any law, rule, or venue policy
- Your interactions with other guests or staff

12) Personal property and parking

1. **Personal property.** Doghouse is not responsible for lost, stolen, or damaged personal property, including phones, bags, coats, valuables, or vehicles.
2. **Parking.** Parking availability may vary and is not guaranteed. Doghouse does not provide valet service or dedicated parking. You assume all risk associated with parking and walking to and from the venue, and you agree to follow posted signs and local rules.

13) Photography, video, and publicity release

1. **Recording by Doghouse.** You grant Doghouse the right to photograph, record, and use your image, likeness, voice, and participation in any media captured at an Event for promotional, marketing, and archival purposes, without compensation.
2. **Opt-out where feasible.** If you do not want to appear in promotional content, notify staff at check-in. We will make reasonable efforts to accommodate, but we cannot guarantee you will not be captured in background footage.
3. **Guest recording restrictions.** Guest photography and recording is prohibited during the show.

14) Intellectual property

All Event content, scripts, characters, staging, branding, trademarks, logos, and materials are owned by Doghouse or its licensors and are protected by intellectual property laws. You may not reproduce, distribute, or exploit any portion without written permission.

15) Ticket policy, refunds, and Event Protection

15.1 All sales final unless Event Protection is purchased

Unless required by law, all ticket sales are final and non-refundable if Event Protection is not purchased.

15.2 Event Protection policy (optional add-on)

If Event Protection is offered at checkout and you choose to purchase it, the following applies:

1. **Cancel or reschedule window.** Event Protection allows you to cancel or reschedule for any reason up to **24 hours** before your scheduled show time.
2. **Refund amount.** If you cancel under Event Protection, you will be reimbursed the **ticket price paid**, minus:
 - the cost of Event Protection, and
 - any applicable processing or service fees charged by the ticketing provider or payment processor.

3. **Bookings made within 24 hours.** Event Protection does not apply to bookings made less than 24 hours before show time.
4. **How to request.** Cancellation or reschedule requests must be made using the contact method listed on your order confirmation (or by calling the number listed on our website). Requests are not considered received until confirmed.
5. **No-shows.** No-shows are charged the full ticket price. Event Protection does not cover no-shows.

15.3 Operator cancellation

If Doghouse cancels an Event due to weather, safety concerns, venue closure, performer illness, government action, sudden appearance of any problematic holes (blackholes, wormholes, sinkholes, etc.), extraterrestrial impact event, any time dilation event reaching relativistic speeds, unexpected interference of the Spanish inquisition, or other unforeseen circumstances, you will receive a full refund of the ticket price or a credit, as determined by Doghouse, unless otherwise required by law.

15.4 Transfers

We may allow ticket transfers (name changes) up to a stated deadline, subject to verification and capacity constraints.

16) Cancellation, force majeure, and safety closures

1. **Force majeure.** Doghouse is not liable for delays, interruptions, or cancellations due to events outside our reasonable control (including severe weather, public emergencies, power outages, government orders, labor disputes, or venue closure).
2. **Safety and compliance.** We may pause or end an Event for safety, compliance, or emergency reasons.

17) Local compliance notes (Decatur, DeKalb County, Georgia)

1. **Alcohol service compliance.** Our operations are subject to Georgia law and applicable local ordinances and licensing requirements.
2. **Neighborhood impacts.** Guests must comply with venue instructions related to noise, loitering, and safe entry and exit.

18) Dispute resolution, governing law, and venue

1. **Governing law.** These Terms are governed by the laws of the State of Georgia, without regard to conflict-of-law principles.
2. **Venue.** Any dispute not subject to arbitration (if elected below) shall be brought in the state courts located in DeKalb County, Georgia, or the federal courts serving that area, and you consent to personal jurisdiction there.
3. **Optional arbitration clause (review with counsel).** At Doghouse's election, disputes may be resolved by binding arbitration on an individual basis and not as a class action, in DeKalb County, Georgia unless the parties agree otherwise.

19) Severability

If any portion of these Terms is held unlawful or unenforceable, the remaining provisions remain in effect.

20) Updates to these Terms

We may update these Terms from time to time. The “Last Updated” date reflects the effective date. Updated Terms apply to future purchases and Events.

21) Contact

Doghouse Murder Mystery

Customer Support: info@doghousemurdermystery.com

Website: www.doghousemurdermystery.com