

Virtual Reality or computer-simulated reality is a computer technology that replicates an environment, real or imagined, and simulates a user's physical presence and environment in a way that allows the user to interact with it.

Lostrroom Portugal now invites you to participate in this interactive and revolutionary experience. Prepare yourself for an unforgettable adventure filled with high-tech devices, clues and puzzles. LIVE THE EXPERIENCE IN VR! All mobile phones and other electronic devices must be placed in the lockers at the Command Center of Lostrroom Portugal. This game relies on your intuition and teamwork; your phone will not help you here! Food or beverages are not permitted inside the VR Room. Do not bring dangerous or hazardous materials and alcoholic beverage is completely prohibited onto the premises. Players must be 13 years old to play. Children under 13 years old should be accompanied with at least one adult.

Please do not participate in the game if you are under the influence of alcohol or any mind altering substances (or ANY illegal substances) or any other substances that may affect your senses, reflexes or coordination. The operator may refuse service to admit any patrons without any explanation and without refund. Any damage to the equipment, accessories/furniture or property is forbidden. The games are not recommended for people with heart-problem or epilepsy.

We recommend you to arrive 5 minutes earlier before your session. Arriving 15 minutes late will delay the next sessions therefore your booking will be cancelled.

We will admit no more than 6 PLAYERS into a room, NO EXCEPTIONS. The quest is designed for your enjoyment, and only those 6 players will be engaged and would not be fun for other individuals in the room. The general terms of sale are provided for the purpose of enabling buyers to place an order. By placing an order the buyer acknowledges his/her complete acceptance, without exception, of the general sales conditions.

The prices that are listed by Lostrroom Portugal include 60 minutes of play in our quest, and are shown in EURO. Our tickets is sold through packs or groups starting from €12.50 per person for a group of 6 players.

All reservations are processed in real time and are subject to availability. The game must be reserved online on our web-page <http://www.lostrroom.pt> by clicking on any of the BOOK NOW buttons. The sale will not be considered final until receipt of a confirmation email from Lostrroom Portugal with the order number. The credit card will immediately be debited for the amount of services booked.

EXCHANGE / CANCELLATION OF BOOKINGS

Lostrroom Portugal has a 24 hour cancellation policy. There is no refund for cancellations made less than 24 hours in advance, or in case of no show. No changes to reservation will be made within 12 hours of the scheduled game start time. No cancellation fees apply for cancellations made 24 or more hours in advance. If you encounter any problems while attempting to cancel or change the booking time online, please call +351 912 220 726 / +351 210 993 008.

Lostroom Portugal accepts payment by credit cards. We recommend you make your reservation using our web site <http://www.lostroom.pt> and complete the purchase using our secured method. If there is an available chair during the time slot reserved online and someone in your party wish to join, we accept payments in cash or by credit card on site.

SECURITY OF PAYMENT AND PERSONAL INFORMATION

Lostroom Portugal has entrusted its payment system to a specialist in online payment security. We do not keep any customer credit card information on our database. By booking through <http://www.lostroom.pt>, you consent to the use of those items of your personal data which are necessary to ensure the proper processing of orders. Lostroom Portugal undertakes to only use this data base for information purposes and commercial offers for Lostroom Portugal, and not to divulge these data to third parties except upon request by a judicial authority or other administrative authority empowered by law to request the communication of this information. All of your personal information is handled with the greatest degree of care and discretion.

ELECTRONIC BOOKING

When booking provide us your real contact as you will be contacted the day before your reservation, and after 3 attempts not answered your booking will be cancelled. Each booking has a unique order number which permits the access to our game. The buyer will receive by email a booking confirmation that includes, order number, the exact date, and time of his reservation. Please read this carefully and make sure you have the correct location and time for your booking.

Enjoy your virtual reality quest and thank you for visiting Lostroom Portugal, don't forget to like us on and follow us on [Instagram](#).