

ARKHAM ASYLUM

Customer FAQs

Support Emails:

info@arkhamasylum.com

access@arkhamasylum.com

Event/Venue Questions

- **What is Arkham Asylum?**

Brought to you by Dept. Studios, Myriad Entertainment, Warner Bros. Themed Entertainment, in association with DC *Arkham Asylum* is an all-new live immersive experience inspired by DC's Batman.

Set in a vast multi-sensory recreation of the eponymous psychiatric hospital from DC lore – *Arkham Asylum* will be an epic alternate reality, combining futuristic technology and interactive theatrics with a wholly original story to create a chilling, once-in-a-lifetime, live immersive experience.

- **What does 'immersive' mean?**

Immersive experiences put our audience at the heart of the story. The audience become the protagonists: first as citizens of Gotham City, then as patients on their own journey to escape the infamous *Arkham Asylum* and explore the world of Batman like never before.

- **Do I need to know the story?**

Not at all. This is an original story based on DC's Batman but written specifically for this medium. If you do not already know the Super Heroes and Super-Villains of Gotham City, this is your opportunity to meet them in the most unique way possible.

- **How much audience participation will there be?**

There are plenty of opportunities to participate and myriad ways to personalise your journey.

- **When will you be opening?**

Arkham Asylum will open in London Autumn 2022.

- **What is the venue open hours?**

Visit our ticketing website for available show entry times

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- **How long is the experience?**

Arkham Asylum is 110 Minutes in length.

- **What should I wear?**

Please do not arrive in a themed costume or dress up as one of the characters in the production. We recommend you wear comfortable clothing and flat trainers or shoes. High heels, flip flops or similar are not suitable and our team reserves the right to refuse entry for health and safety reasons.

- **What is the recommended minimum age?**

Not for the faint hearted, this event is registered as an 18+, so please bring your IDs.

- **Does the bar take cash or card?**

We are a cashless venue; no cash will be accepted on site. We will be implementing RFID - contactless payments - prepaid to your account before your visit, please ensure you bring your debit card, credit card, smartphone, or smartwatch for digital payments.

- **Can I bring my own food and drink to the venue?**

No - all food and drink will be removed on arrival; you will be able to purchase Alcoholic and Non-Alcoholic beverages throughout the experience.

- **Will there be merchandise for sale?**

Yes, we have a full range of themed merchandise available to purchase.

- **Is there somewhere to store personal belongings?**

Yes, there will be a cloakroom as you enter the venue, you will be able to pick up your belongings on your way out. We provide complimentary lockers to store any small bags or loose articles and you will be given instructions on how to use them upon arrival. Please note, we will not be held responsible for any lost or stolen items.

Mobile phones and recording devices are not permitted in the experience and we will ask for these to be stored with your personal items.

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- **Will there be any seating?**

No, this is a roaming experience. If you have accessibility requirements, please contact the team access@arkhamasylum.com for assistance with this.

- **Are toilets available throughout the performance?**

Yes, there will be toilets located throughout the venue

- **What time should I arrive?**

Please arrive 15 minutes before the time stated on your ticket so we can make sure you can enter *Arkham Asylum* at the correct time, ensuring you have enough time to check-in and store any personal belongings before entering the experience. Unfortunately, we are unable to accommodate latecomers.

- **What happens if I arrive late?**

No late entries will be permitted.

- **Can I leave and re-enter the production?**

No re-entry allowed, if you need to leave, let FOH know, and we can help you exit the experience.

- **Are there parking options? Local public parking/timings**

There are no parking options included in the experience. For access requirements please contact access@arkhamasylum.com

- **What are the prohibited items at the experience?**

- Alcoholic Beverages
- Animals / Pets- at this point we regret to inform you that we cannot allow Guide Dogs due to the nature of the production.
- Audio Recording Devices
- Drones
- Drugs & Drug Paraphernalia
- Flammables (fireworks, explosives, road flares, etc.)
- Flashlights
- Laser Pointers

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- Recording devices - Professional Cameras (Defined as having a detachable lens) – Smartphone cameras allowed (however they will be confiscated during the performance)
- Promotional Items / Unauthorized Solicitations / Vendors (Including flyers, samples, giveaways)
- Selfie Sticks / Tripods
- Toy Guns / Water Guns / Prop Guns
- Video Cameras
- Weapons (Guns, ammo, pocketknives, tasers, pepper spray, etc., including off-duty law enforcement or concealed carry permits.)

Note: We do not tolerate Fighting / Taunting / Threatening Remarks or Gestures towards cast members.

- **Can I take photos or record the experience?**

To keep everyone's, experience a surprise, no photography or phones are permitted.

- **Can I smoke or vape?**

No smoking or vaping in the venue.

- **Is alcohol permitted at the experience?**

No alcohol is permitted - drinks will be available to purchase within the experience, both alcoholic and non-alcoholic.

- **Are there any weather restrictions?**

No, the event is indoors

- **How do I book a ticket for Arkham Asylum?**

Tickets for *Arkham Asylum* can be booked online through www.arkhamasylum.com

- **How do I get my ticket?**

Your ticket will be sent to you via your ticket agent.

- **Do I need to print my ticket?**

No, you can show the digital copies to the box office upon arrival.

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- **Do you offer booking packages?**

All ticket tiers are available via www.arkhamasylum.com. If you have specific ticketing requirements or questions about packages, please contact info@arkhamasylum.com

- **I have not received my ticket confirmation email, what should I do?**

Please check your spam or junk folder. If you are still unable to find your ticket confirmation email, please email your ticket provider for help.

- **I have an issue with my ticket, who do I contact for help?**

Please contact your ticket provider.

- **Are there any discounts available if I bring all my friends?**

Guests booking for ten people or more can take advantage of our Group Booking offer on Premium Tickets: Buy 9, get the 10th ticket free of charge.

- **How do I make a booking for a large group or event?**

Group booking rates are available via www.arkhamasylum.com however if you would like to enquire about a large group booking or event, please email us at info@arkhamasylum.com

- **Can I book Arkham Asylum for a team-building exercise / for my office party / for an office away day?**

For information regarding corporate bookings please contact us on info@arkhamasylum.com

- **Do you offer Press Pass or sponsorships?**

For any press enquiries please contact info@arkhamasylum.com

- **What is your refund policy?**

We do not offer refunds, please refer to your ticketing T&Cs from your ticketing agent for further information.

- **What is your exchange policy?**

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Please contact your ticketing provider for information on how to exchange tickets.

Please note See Tickets operate an online support centre which allows you to exchange like for like tickets free of charge up to 72 hrs before your planned performance.

- **What is your Flexible Exchange Policy?**

Where you are not able to exchange your tickets via See Tickets online support centre, we will endeavour to assist.

If you can no longer attend the performance, you can exchange like-for-like tickets anytime up to 72 hours in advance of your experience for an alternative date by emailing info@arkhamasylum.com. Please note a £2.50 admin fee will be charged per ticket.

The Flexible Exchange Policy is only available on orders booked directly via the website and therefore is not applicable to bookings made through third party ticket companies.

- **Is the venue accessible to a wheelchair?**

The venue is wheelchair accessible

- **What do I do if I have questions about accessibility and special accommodations? I have specific requirements, can you assist?**

Please email us on access@arkhamasylum.com

- **Do you offer Essential Companion tickets for carers?**

Patrons holding a valid Blue Badge, or equivalent (including PIP/DLA recipients) are entitled to one free carer ticket and will be asked to provide evidence via the official Ticket Agent: See Tickets upon ticket purchase.

- **What happens if I need assistance or need to make an emergency exit mid show?**

You will be able seek assistance from any of our FOH team who will support you throughout the show, assisting in exiting from the experience if needed.

- **Can I take part in the experience if I am pregnant?**

This is not a seated performance, and you will be required to stand throughout the experience. We endeavour to make the experience suitable for guests who are pregnant, if you have any queries, please contact us on access@arkhamasylum.com

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General

- **Are you casting for actors?**

Casting will begin in Spring 2022. Keep an eye out for casting calls on the usual casting sites.

- **Can I sign up to your mailing list?**

Join thousands of members now by clicking to 'Register' to our mailing list at

www.arkhamasylum.com

Benefits include:

- ✓ Early booking access to our next show
- ✓ Discounts for new experiences
- ✓ Dedicated member experiences
- ✓ Referral rewards for you and your friends

- **Are you on social media?**

Yes, we are. You can follow us on these platforms:

Facebook: @ArkhamAsylumLDN

Instagram: @ArkhamAsylumLDN

Twitter: @ArkhamAsylumLDN

- **Will you be opening an experience in my location?**

For announcements about future locations, please join our mailing list

- **How can I contact you?**

We would love to hear from you feel free to email us at info@arkhamasylum.com