CLIENT TERMS & CONDITIONS – SAFETY OF ACTORS
Death on Demand Murder Mysteries

1. Client Behaviour & Responsibilities

Clients are responsible for ensuring that all guests behave in a respectful, non-disruptive, and non-threatening manner toward Death on Demand staff and performers.

2. Zero-Tolerance for Abusive Conduct

Death on Demand operates a zero-tolerance policy regarding:

- Harassment or intimidation
- Offensive language
- Aggressive or violent behaviour
- Excessive drunkenness
- Unwanted physical contact
- Intentional excessive disruption of the performance

3. Intervention Requirement

For events held in public venues, clients agree that venue staff must assist if performers request support dealing with unruly or disruptive guests.

4. Right to Suspend or Terminate a Performance

If performers encounter unsafe, abusive, or unmanageable behaviour, Death on Demand reserves the right to:

- Pause the performance
- Modify the performance
- Stop the performance entirely
- Withdraw performers from the venue
- Do so **without refund**

The Lead Actor's decision is final on-site.

5. Private Venue Safety Clause

For events held in private properties, clients must ensure the environment is safe.
Performers will **not** enter a private property alone and will enter together as a group.
Performers will also **not** separate into different rooms or areas unless they deem it safe to do so.
Death on Demand retains the right to abandon a performance immediately if performers feel unsafe, threatened, uncomfortable, or if the environment does not meet safeguarding expectations.

6. No Refund Where Safety is Compromised

Where a performance is ended due to the behaviour or actions of clients or their guests, **no refund** will be provided.

7. Duty of Care

Clients acknowledge that the safeguarding of performers is paramount and agree to comply with any reasonable request made by the Lead Actor or company representatives.