



## **FAQs**

Hysteria is an extreme fear experience. The first haunted attraction of its kind in the region, Hysteria takes guests on a journey through their darkest nightmares and deepest fears. This is not for the faint-hearted!

### **WHAT CAN I EXPECT FROM THE WHOLE EXPERIENCE?**

If you are brave enough to walk through the doors of Hysteria, you will find yourself in a haunted mansion of dimly lit rooms and dark corridors, each with its own scare-element that will leave you petrified. Be prepared to encounter fear-inducing characters and gruesome surprises along your ghoulish journey. Prepare to scream!

### **WHO IS THE EXPERIENCE DESIGNED FOR?**

If you are a thrill-seeker, an adrenaline junkie, a horror movie fan or you simply like to try new experiences; Hysteria is for you – if you think you're brave enough.

Due to the extreme nature of the attraction, which features sudden scares, enclosed spaces and strobe lighting, it is strongly advised that those with heart –problems, claustrophobia, epilepsy, back or knee problems, high-blood pressure, diabetes or any medical or mental condition to not enter. **ABSOLUTELY NO ENTRY IF YOU ARE PREGNANT.**

### **WHERE IS HYSTERIA?**

Hysteria is located in Dubai Mall, 2nd floor, opposite Reel Cinemas and next The Lego Store and Kidzania. The nearest parking available is Cinema parking, P7.

### **WHAT ARE HYSTERIA'S WORKING HOURS?**

Hysteria is open during Dubai Mall's operating hours, from 10AM to Midnight from Saturday to Wednesday and from 10AM to 1AM on Thursdays and Fridays.

### **ARE THERE ANY GROUP RATES AVAILABLE?**

There are no group rates. Several promotions and packages are made throughout the year, visit our website [www.hysteria.ae](http://www.hysteria.ae) for further information.

### **HOW MANY PEOPLE CAN ENTER THE EXPERIENCE AT A GIVEN TIME?**

A maximum of 5 people can enter Hysteria at any given time to ensure full enjoyment of the experience. A group of 6 is allowed only after approval and at the discretion of the manager.

### **ARE THERE ANY AGE RESTRICTIONS?**

Although most young teens are brave and love horror, we do not recommend anyone under 16 to enter. Visitors younger than 13 years old must be accompanied by a parent and enter at the parents full responsibility and own risk. Hysteria will not be liable for any psychological or physical trauma that may be caused. We reserve the right to refuse entry for anyone and to ask for identification if we believe you are younger than 16 years of age.



### **HOW LONG DOES THE EXPERIENCE LAST?**

The mansion consists of 15 rooms that you have to walk through, the experience lasts as long as you are able or would like to stay. Due to its nature, people do not stay for more than approximately 10 minutes, some less, some more. We have no time limit; you can stay as long as you need to enjoy the amazing set design and scary ambiance.

### **WHAT IF I FACE A MEDICAL EMERGENCY DURING THE EXPERIENCE?**

Most of the team members at Hysteria are certified first-aid and basic life support qualified and are trained to respond to emergencies. If you feel that you are in distress while in the attraction, we advise that you immediately alert the nearest member of staff about your condition and we will respond accordingly. We are always monitoring your journey via our security cameras, if we notice any signs of abnormal distress we will intervene immediately and assist you out.

### **WHAT IF I'M NOT ABLE TO COMPLETE THE EXPERIENCE?**

If at any given point, you feel that you are not able to complete the experience, stay in place, raise your arms towards any of our security cameras located in each room and shout 'EXIT'. One of our team members will arrive to escort you out. You can also use any of the emergency exit doors available in most of the rooms to access the emergency hallway leading to the attraction's exit.