



**I REALLY WANT TO
TELL THE TRUTH
AND I'M NOT
AFFILIATED WITH
INDESTROOM**

The founder of
Conundroom Escape
Rooms (Redmond, WA).
<https://conundroom.us>



WE LAUNCHED OUR NEW ADVENTURE "ALICE" LAST WEEK AND I WANT TO LEAVE MY HONEST REVIEW & SUGGESTIONS ABOUT INDESTROOM ABOUT THEIR TURN-KEY ROOMS, PUZZLES, SUPPORT AND ETC.

We started Conundroom in 2015 and we have 2 ERs that we built from scratch by ourselves, 2 ERs that were built by another company with our own scenarios, and 2 ERs from Indestroom that used their puzzles but fully customized especially for us. So, in 5 years we got enough experience to judge what is good and what is not really good in escape room production. Especially now, when we are rebuilding 3 of our adventures and have to work with different game design and engineering decisions that been made by us or another producer company 3-5 years ago.

1. PLACING ORDER AND DELIVERY.

Indestroom is the biggest producer at this moment. Of course, they know how to build and deliver ERs to you. 3 times they completed production 10 days early than the due date and we got it earlier than we expected. This process is super ironed out and they did it hundreds of times. You don't need to worry about it at all. What I want to point out is that they are not including packaging costs in their first quote. In our case, it was about \$1000-\$1500 for packaging, but the materials that they used for packaging are really useful for our future construction. We used all of them, but be ready for some extra costs.

2. TURN-KEY ESCAPE ROOMS.

Here we go. If you already choose a theme for your turn-key ER from Indestroom you HAVE to watch different walkthroughs for their different rooms and decide what puzzles you want to keep, replace with puzzles from their other rooms or remove from your adventure completely. Yes, you can do that. All of our adventures from Indestroom are pieced together from different rooms but customized in one style. For example our newest room Alice includes puzzles from "Alice Escape Cube" and from the full size "Alice in Wonderland" and puzzles from the Submarine escape room. We worked directly with Indestroom's artists to get the exact style that we want and they sent us pictures of each step and progress. Our players LOVES "ALICE" a lot! Indestroom is great producer, they know how to build ERs, but they don't own any escape rooms, they don't provide games and they don't know your customers, but you know your audience and what is good for them and what is not. Turn-key ER does not mean that you don't need or can't customize it!

3. QUALITY OF PUZZLES.

All puzzles are durable and look great and all of them are well-engineered and easy to fix. And we always ask Indestroom to double-check that we can get access to everything and fix everything by ourselves without any help and support. Because our customers will break puzzles anyway and we will have to fix them asap We like that Indestroom never overcomplicates their engineering of puzzles. If they can use magnetic sensors instead of RFID they will use magnets. Thanks for that and for the tons of replacements that you included even paint and brushes!



4. ASSEMBLING AND SUPPORT.

I don't know how it is possible to assemble ER in 2-3 weeks if you own other escape rooms and have other tasks to do. Usually it took 6-8 weeks from delivery to our first test game and Indestroom really cares about our assembling and test games all the time. They did everything that we asked about in less than 24 hrs even on weekends and late nights. And we asked about A LOT of things. We even asked to change how some puzzles work or about changes in difficulty level for some of them. I want to give a separate thank to their support team.

ALICE IN WONDERLAND CUSTOMIZED TURN-KEY ESCAPE ROOM

5. ANOTHER SIDE OF THE PURCHASE.

Yes, Indestroom is one of the best escape room producers at that moment (my opinion), but their size and amount of produced ERs introduce a very tricky situation. Before you will order from them make sure that there are not any other escape rooms from Indestroom in your area. In the Seattle area, two more companies own escape rooms from Indestroom. Both of them has GOT-themed escape rooms with the same puzzles, and one of them has "The Wizarding School" with part of puzzles similar to our "The School Of Magic" (but because we made a "Frankenstein" there are less than 1/3 similar puzzles) and another one own "The Submarine" with some puzzles that we used in our "Alice" room. Yes, you will have exclusive rights for the theme of adventure in your area and Indestroom will not sell the same escape room into your city one more time, but another ER company can buy it from another ER business which is going to close and sell their rooms from Indestroom (that what's happened in our case).

**SO, WE WILL
DEFINITELY
CONTINUE TO WORK
WITH INDESTROOM
AND I RECOMMEND
THEM AS A
PRODUCER FOR YOUR
ADVENTURES AND
PUZZLES, BUT ALSO I
RECOMMEND TO PAY
ATTENTION TO THE
DETAILS THAT I
MENTIONED IN MY
REVIEW**

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