



### **Clip 'n Climb Bicester Disclaimer**

You are booking to climb at Clip 'n Climb Bicester, Unit 3 Bessemer Close, Bicester, Oxfordshire, OX26 6QE

The time you book your session is the time your **briefing** will start. Late arrivals may not be permitted to partake and refunds are not available for late arrivals or no shows. We recommend arriving a few minutes before your session to ensure you are ready to join the safety briefing at your booked time.

#### **Safety:**

Climbing is a potentially dangerous activity that can lead to serious injury if safety procedures are not followed. All participants are required to adhere to the rules stipulated in the 'Rules for Climbers' poster and any additional safety information given by centre staff. Clip 'n Climb Bicester cannot be held responsible for any participants acting outside of these rules laid down for their safety and well-being. A safety video and briefing will be provided beforehand; all climbers **MUST** attend a safety briefing before they climb.

These include but are not limited to:

- Do not climb unless you are securely attached via the BelayMate system.
- Do not walk or stand on the purple warning mats or marked fall zones.
- Do not 'pull down' on the rope whilst climbing.
- Hold on to the climbing line when descending.

**The above will be covered in the safety briefing video**

#### **Who can climb:**

- The minimum age for participation is 4 years.
- 2 - 3-year-old children are permitted to climb during designated toddler 'Rhyme 'n Climb' and 'Family' sessions only. Due to their understanding of how to 'come down safely' they will wear a toddler harness with back rope – **it is the responsibility of the adult supervising them to ensure that they do not go past the rainbow stars on the climbing walls. Toddlers, in a full body harness are not able to and must not reach the top of the walls when an adult is holding the back rope.**
- The maximum weight limit of participants is 23.6stone / 150kgs.
- The booking adult, whether the child's parent, legal adult guardian or adult in loco parentis remains responsible for the welfare of the child in their care at all times. When booking, you must decide what level of support the child needs based on their age, confidence and ability. It is also the booking adults responsibility to decide how many children they can supervise based on the knowledge of the children's behaviour. We encourage all parents to interact and share the Clip 'n Climb experience with the children in their care, whether this is as a 'clipper', from our arena side café or by climbing with your child.
- All children under secondary school age must have a parent, legal adult guardian or adult in loco parentis present in the building at all times when using the Clip 'n Climb facility, unless they are attending an instructor led session.
- The Vertical Drop Slide has a 1.2m minimum height restriction £3.00/£3.50 entitles you to two consecutive goes on the slide. If you book your child onto the Vertical Drop Slide and they are less than 1.2m, therefore unable to go on the Vertical Drop Slide, a refund will not be issued.

- All participants must dress appropriately for the activity which includes the removal of jewellery, long hair to be tied back and closed toe footwear. Flip Flops, Sandals, Wellies, boots or 'Croc' style footwear is not appropriate.
- No person under the age of 18 years of age, not booked in to the climbing session, is permitted into the climbing arena.
- Individuals entering the climbing arena must have attended the safety briefing beforehand to be aware of safety procedures.

### **Risks:**

- Any physical activity carries an inherent risk of bumps, bruises and minor injury. By participating or allowing the children in your care to participate you acknowledge and accept this risk. When booking and agreeing to the waiver, you accept the waiver for those in your party, it is your responsibility to ensure that all those in your party are aware of the waiver you have agreed for your booking.
- Clip 'n Climb Bicester staff receive appropriate climb safety training and all appropriate safety equipment is provided during the safety briefing. Based on risk assessments carried out by both Clip 'n Climb Bicester and Entre-Prises climbing walls (wall manufacturers), no additional safety equipment is permitted in the climbing arena.
- It is not the responsibility of Clip 'n Climb Bicester to know whether or not a customer is medically fit and able to climb. All participants must make Clip 'n Climb Bicester staff aware of any past or existing injuries that may affect your participation. If you are in any doubt about your ability to participate, we advise you to speak to a member of Clip 'n Climb Bicester staff. By taking part, you acknowledge that you are in a fit state of health to participate and do not have a medical condition that may be triggered or aggravated by participating in activities in the climbing arena.

### **Amendments in relation to Covid-19/sickness:**

Amendments due to illness must be made by via email to [info@clipnclimbbicester.co.uk](mailto:info@clipnclimbbicester.co.uk) quoting your booking reference. If, on the day of your booking, one of your climbers is unwell and you are unable to attend, you need to email [info@clipnclimbbicester.co.uk](mailto:info@clipnclimbbicester.co.uk) before **9:30am**. Please note requests received via phone or after 9:30am on the day of your climb are unable to be moved and you will lose your climb.

### **Refund Policy:**

For standard climbing bookings you can reschedule your booking up to 48hrs in advance of your booking date. Please have a date in mind to move your booking to when contacting us. If a date is not included in communication, vouchers will be issued with a three month expiry.

For Exclusive Climbing Sessions and Corporate Events, you can amend your booking up to 14 days in advance of your booking date.

For ALPS, Rhyme 'n Climb and all other instructor led children's sessions, you will need to provide us with at least 28 days' notice prior to the first session that you would like to cancel; we will refund all monies paid, minus an admin fee of £5 per child. If you give us less than 28 days' notice, no refund is available. Please allow 10 working days to process refunds. We cannot offer refunds for missed days due to illness.

Unless we are unable to provide the service, we do not offer refunds except under exceptional circumstances.

If an enforced closure is placed on the business by an enforcing body, meaning we are unable to host your climb on your original day of choice, a voucher to the value of your booking will be issued to enable you to rebook.

### **Customer Behaviour:**

Clip 'n Climb Bicester will not accept any anti-social behaviour in the climbing arena or anywhere within the centre. If any customers or guests are abusive to any other visitor or a member of our staff, Clip 'n Climb

Bicester reserves the right to remove the offending person from the premises without any refund, this includes both adults and children.

Clip 'n Climb Bicester is a non-smoking and non-vaping site. This includes both inside the building and within the car park.

### **Food & Drink:**

Customers and guests are NOT PERMITTED to consume food or drink at Clip 'n Climb Bicester unless it has been purchased from our on-site Café, except for weaning babies. You can bring your own filled water bottle to consume during your session – but only water is allowed within the climbing arena. The only other exception is linked to cakes for either a Snowdon, Ben Nevis or Birthday Buddy birthday party, and this will be explained by our Party co-ordinator when making a birthday party booking. This is as part of Clip 'n Climb Bicester's commitment to Natasha's Law.

### **Customer belongings:**

Lockers are available to store items securely and all items are stored at your own risk. Clip 'n Climb Bicester will NOT accept any responsibility for loss, theft or damage to valuables or any personal possessions that belong to any customer or guest during their visit to our centre.

Clip 'n Climb Bicester has its own car park; users park at their own risk. Clip 'n Climb Bicester will NOT accept any responsibility for loss, theft or damage to vehicles.

### **Animals:**

Animals are not permitted on site at Clip 'n Climb Bicester, the only exception to this is Assistance Dogs. For further details on our policy regarding Assistance Dogs and the areas they are permitted – please see the Help Section on our website.

### **Photos:**

- Parents / Guardians are welcome to take photos of their friends and family at this facility. Clip 'n Climb Bicester will not take or use any photos for promotional purposes without advertising the fact that we are doing so. We cannot be held responsible for photos taken and used by members of the public.

For more information, call 01869 814 098 or email [info@clipnclimbbicester.co.uk](mailto:info@clipnclimbbicester.co.uk)