

Clip 'n Climb 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 Dundonald Ltd cannot be held responsible for any participants acting outside of these rules laid down for their safety and well-being.

These include but are not limited to:

COVID 19 UPDATE

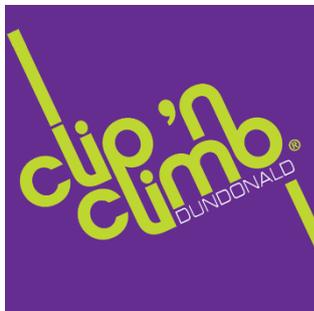
- By entering the building you agree that you do **not** have any Covid-19 symptoms as stated in the government guidelines, this also includes any participants or spectators arriving under your booking.
 - Track and Trace is in operation at our centre and if needed, this information is taken from our contact details on the booking system. These are left by the customer placing a booking at the time of booking. The customer may be asked to contact other members of their booking party if necessary.
 - Face masks are mandatory, please follow government advice on face masks. Clip 'n Climb buffs can be purchased at reception.
 - Climbers must sanitise their hands upon entry to the building and after every climb.
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- You confirm that no-one taking part has any medical condition that may be made worse by climbing at Clip 'n Climb Dundonald. This includes any neck, back, shoulder, hip or knee injury. All medical conditions should be notified to Clip 'n Climb Dundonald on arrival.
 - Anyone pregnant should not climb.
 - If you have any concerns about yourself or any member of your booking group, you must seek advice from a member of staff, if in doubt, do not climb.
 - You and your booking group will follow the instructions that will be given to you in the Safety Briefing and to follow any verbal instruction from the Clip 'n Climb Dundonald staff during the session.
 - Do not climb unless you are securely attached via the Auto-belay system. A safety briefing will be provided beforehand, all climbers **MUST** attend a safety briefing before they climb.
 - Do not walk or stand on the coloured warning mats or marked fall zones.
 - Do not 'pull down' on the rope whilst climbing.
 - The minimum age for participation is 4 years in our standard sessions.

- The maximum weight limit of participants for Clip 'n Climb is 22stone / 150kgs.
- All participants must dress appropriately for the activity which includes the removal of all jewellery, long hair to be tied back and closed toe footwear. Flip Flops, Sandals or 'Croc' style footwear is not appropriate.
- 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.
- I understand that Clip 'n Climb Dundonald Ltd is not responsible for the safe keeping and damage to belongings even when placed in the unsecured boxes provided for self-storage.
- All children under secondary school age (Up to & including 11 years) must have a parent, or legal adult guardian present in the building at all times when using the Clip 'n Climb facility.
- The child's parent or legal adult guardian remains responsible for the welfare of their child at all times and must decide what level of supervision their child needs in the Clip 'n Climb arena in light of his/her age, confidence and ability. We encourage all parents to interact and share the Clip 'n Climb experience with the children in their care.
- Parents / Guardians are welcome to take photos of their friends and family at this facility. Clip 'n Climb Dundonald Ltd will not take or use any photos for promotional purposes without first obtaining consent. We cannot be held responsible for photos taken and used by members of the public.

Refund Policy

Please be aware that to amend or cancel a booking we will require a minimum of 72 hours' notice in order to issue a refund. For more information, call 028 9048 7777

If you have COVID 19 symptoms you must contact us immediately, we can then rearrange your booking for you.



Pre-screen COVID questionnaire

Dear Customers,

Please complete the following questions and return to info@clipnclimbdundonald.co.uk before arrival. This questionnaire is asked to be completed as our customer and staff safety is our top priority. This will be used as a Track and Trace service.

Hand sanitising is required upon entry to Clip'n'climb. Face masks are mandatory. These can be provided at a small fee if you do not have one.

If you would require any more information, please contact us via email or call 028 9048 7777. We are happy to answer any questions!

Booking information -

Name	
Date	
Contact no.	
Email address	
No. of participants	

Please answer the following question (Mark with an X);

	Yes	No
Has anyone confirmed positive for Covid-19 or awaiting results from Covid-19 testing in your group?		
Is anyone shielded in the household as a result of receiving a letter from their GP instructing them to do so?		
Is anyone self-isolating due to recent travel and/or close contact with a confirmed case?		
Is anyone self-isolating as a precautionary measure (either on a voluntary basis or from employer instruction)?		
Is anyone in the household experiencing symptoms such as a new persistent cough, high temperature or a loss of smell or taste?		

STAFF ONLY to complete the following section –

Booking name	
Booking date	
Booking time	
Completed and signed	