

# COVID SAFE UPDATE

## Thank you for booking with Clip 'n Climb Weston.

We have new safety procedures in place that you are required to follow, failure to adhere to this could result in your party being asked to leave the Centre with no refund or rescheduling of your slot.

**FACE COVERINGS** – We do ask that these are worn in our centre however it is not mandatory whilst climbing or eating and drinking.

You are required to arrive no earlier than 15 minutes before your booked session the brief begins 5 mins before your time slot failure to arrive on time will result in loss of your booking. As this is to give us time to check yourselves in safely and implement COVID Secure procedures.

Due to our new briefing procedure, any late arrivals will be rearranged to another day.

The new government guidelines 16/12/20 state the **"RULE OF 6"** therefore your booking will be a maximum of 6 people attending the centre with no mixing of households. Additional spectators will be denied entry. Spectators will not be permitted to enter the arena unless assisting an under 8 year olds (1 adult per 4 climbers). Other spectators must be seated and will be allocated a table next to our café which uses table service for the duration of your visit, you may observe from the balustrade where you will be asked to wear a face covering. Due to our new venue capacity, all visitors will be required to promptly leave at the end of the session unless you have purchased food.

It has now become mandatory for you to use our Track and Trace system – Failure to comply with this may result in your booking being cancelled with no refund.

If you are exhibiting symptoms of Covid-19 or have been told to isolate then ring the Centre on **01934 418894** to rearrange your booking or email us on [team.weston@clipnclimb.co.uk](mailto:team.weston@clipnclimb.co.uk).

Due to Covid-19, we advise that you bring minimal belongings to the Centre as we are unable to offer storage facilities. We operate a 48 hour cancellation policy; if you know you are unable to attend your booked slot prior to this time frame, then we are able to offer a refund or try and rearrange your session date and time subject to availability.

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Clip 'n Climb Weston s Mare

Reviewed, amended and implemented 9<sup>th</sup> July 2020

## Waiver & Disclaimer: 'The legal Bit'

Any physical activity carries an inherent risk of bumps, bruises and minor injury. By participating in Clip 'n Climb Weston s Mare, or allowing the children in your care to participate, you acknowledge and accept this risk.



Clip 'n Climb Weston s Mare 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' and any additional safety information provided by arena staff during the mandatory pre-climb safety briefing or the climbing session. Clip 'n Climb Weston s Mare cannot be held responsible for any participants acting outside of these rules for their safety and wellbeing. These include, but are not limited to:

- All climbers can only climb during their designated climbing session booking slot.
- All climbers must attend the safety briefing as part of their climbing session.
- Do not climb unless you are attached to the BelayMate system.
- Do not walk or stand on the purple coloured warning mats for challenges already in use or marked fall zones on the climbing arena floor (purple and green areas).
- Do not 'pull down' on the belay line whilst climbing.
- Always walk within the climbing arena.
- The minimum age for participation is 4 years old. – Unless toddler & co sessions
- The maximum weight limit of participants is 150kgs/22 stone.
- The minimum height to take part in extra challenge Leap of Faith is 120cm.
- All participants must dress appropriately when taking part in Clip 'n Climb. Comfortable loose clothing and trainers are recommended with long hair tied back, remove all loose jewellery. Open-toed shoes/climbing shoes/crocs, hooded tops, skirts/dresses, strap/crop tops must not be worn in the climbing arena.
- All parents or legal guardians always remain responsible for the welfare of their child/ren in the care.
- All children up to & including 16 years old must have a parent, or legal adult guardian present in the building at all times when using the Clip 'n Climb Weston s Mare facility.

All participants and guests, including parents and guardians, are welcome to take photos/videos during their experience at Clip 'n Climb Weston s Mare, but we cannot be held responsible for photos/videos taken and used by members of the public. Clip 'n Climb Weston s Mare will not take or use any photos for promotional purposes without first obtaining written consent.

It is not the responsibility of Clip 'n Climb Weston s Mare to know whether or not a customer is medically fit and able to climb. All participants must make Clip 'n Climb Weston s Mare staff aware of any past or existing injuries that may affect your participation. Any customers choosing to take

part when pregnant (which we advise against) must inform us of their pregnancy and proceed at their own risk. If you are in any doubt about your ability to participate, we advise you to speak to a member of Clip 'n Climb Weston s Mare 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.

All participants are required to sign the waiver and disclaimer agreeing to Clip 'n Climb Weston s Mare Terms & Conditions before they can begin climbing in the arena. Customers booking online are required to acknowledge and agree to the Terms & Conditions as part of the online booking process. Customers making a booking for a birthday party, group sessions, or a private event will be sent a confirmation email containing our full Terms & Conditions to share with all participants / parents or legal adult guardians and will be required to sign a waiver & disclaimer on behalf of their party/group. Any other customers will need to complete and sign a waiver & disclaimer form when they arrive at Reception.

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Reviewed, amended and implemented 9<sup>th</sup> July 2020

## **Booking Policy:**

Bookings must be made by those aged 18+. In making any booking with Clip 'n Climb Weston s Mare, you accept all the Terms & Conditions specified. Please do not make a booking with Clip 'n Climb Weston s Mare or purchase any related products or vouchers until you have read and understood all the Terms and Conditions.

All standard climbing sessions, private hire, group bookings, Climb 'n Dine and corporate team building events must be paid for in advance, otherwise you or your group will not be allowed to participate.

Booking confirmations will be delivered by email to the email address provided through our booking system online or by a member of our team when making a Climb 'n Dine or group event booking. If you do not receive your booking confirmation, please contact us immediately so that we can re-send to an alternative email address.

Please note that we strongly advise arriving NO more than 10 minutes before your scheduled booking slot to allow you enough time to sign in at reception and get prepared for your climbing session. Each climbing session booked slot is for a 55mins with the harness fitting and safety briefing.

**Cancellations & Refund Policy:**

Despite the best planning possible, we appreciate that life happens, and you may need to cancel your booking with us:

### **Standard Climbing Sessions:**

Full payment is required in order to book your standard climbing session with Clip 'n Climb Weston s Mare. We will issue refunds for cancellations made up until 48 hours before your booked session. Please email [team.weston@clipnclimb.co.uk](mailto:team.weston@clipnclimb.co.uk) or call 01934 418894 to speak with reception for all cancellations. Refunds can take up to 10 days to clear into your bank account. For climbers who do not show up on the day of the climb no refunds/credit notes will be issued.

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Reviewed, amended and implemented 13 September 2020



## Food & Drink:

Customers and guests are not permitted to consume food or drink at Clip 'n Climb Weston s Mare unless it has been purchased from our on-site Steeple Heights cafe. The only exception is linked to cakes for birthday parties, and this will be explained by our events co-ordinator when making a Climb 'n Dine booking.

Please email [team.weston@clipnclimb.co.uk](mailto:team.weston@clipnclimb.co.uk) or call 01934 418894 to speak with reception for all lost property inquiries. If your item is found, it will be held for a maximum period of one month, after which time the item will be donated to charity if it remains unclaimed. Clip 'n Climb Weston s Mare accepts no responsibility for returning lost property items to you, or for any items that remain unclaimed within this time frame.

## Antisocial Behaviour:

Clip 'n Climb Weston s Mare will not accept any antisocial 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 Weston s Mare reserves the right to remove the offending person from the premises without any refund.

There is a zero-tolerance approach to banned substances. Consumption of alcohol is prohibited unless this has been agreed as part of a private event booking, where alcohol is only to be consumed by customers after they have finished climbing in the arena. Those bringing unauthorised alcohol into the centre will be asked to leave. Customers are not permitted to take part in climbing activities under the influence of alcohol; Clip 'n Climb Weston s Mare staff reserve the right to refuse access to the arena if they suspect you may be under the influence of alcohol or any banned substance.

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