

# YOU ARE BOOKING:

## Clip 'n Climb Weston

Unit 5 Dolphin square, Central walks, Weston-super-Mare



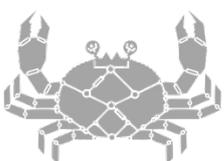
### ACKNOWLEDGEMENT OF RISK

Climbing is considered as 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. Rockpool Leisure Ltd t/a Clip 'n Climb WSM 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:

- ♥ All adults on entering the premises **MUST** Scan the QR code with the NHS COVID-19 App to check-in for Track and Trace purposes. We had been using our booking system prior to 24<sup>th</sup> September but we are now required by law to obtain visitors details. This may be 1 adult per household.
- ♥ Clip 'n Climb will ensure that all relevant information is communicated effectively to all concerned parties.
- ♥ Face coverings **MUST** be worn whilst in our centre as per current UK Government guidelines at the time of your visit, not whilst climbing.
- ♥ **DO NOT** Climb unless you are attached to an Auto-Belay with the Belay-Mate
- ♥ **DO NOT** walk or stand on the coloured warning mats or marked fall zone
- ♥ **DO NOT** 'pull down' on the rope whilst climbing.
- ♥ The minimum age for participation on general climbing sessions is 4 years
- ♥ Children and babies under 2.5 years of age are **NOT PERMITTED** in the climbing arena at any time for their own safety. However, they are welcome within the Steeple Heights Cafe
- ♥ The maximum weight limit of participants is 22stone / 150kgs

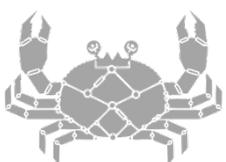


- ♥ All participants must dress appropriately for the activity which includes the removal of all jewellery, long hair to be tied back and closed toe footwear. Cropped Tops, shorts above where your fingertips lay by your sides, Flip Flops, or Sandals is not appropriate and no climbing shoes.
- ♥ The child's parent or legal adult guardian remains responsible for the welfare of their child always and must decide what level 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 WSM will not take or use any photos for promotional purposes without first obtaining written consent. We cannot be held responsible for photos taken and used by members of the public.
- ♥ **Spectators will not be permitted to enter the climbing arena. Please bear this in mind when making your booking.**
- ♥ 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.
- ♥ Customers are **NOT PERMITTED** to climb or enter the arena when pregnant.

## **CNC WSM Acknowledgement of Risk Online V2 [Disclaimer] (04\_06\_2021)**

It is not the responsibility of Clip 'n Climb WSM to know whether or not a customer is medically fit and able to climb. All participants must make Clip 'n Climb WSM 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 WSM 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 an acknowledgement of risk agreeing to Clip 'n Climb WSM 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 the acknowledgement of risk on behalf of their party/group. Any other customers will need to complete and sign the acknowledgement of risk when they arrive at Reception.



## **Food & Drink:**

We politely request that you vacate the premises once your session ends to enable us to manage and maintain the flow of customers due to our social distancing requirements.

Customers and guests are **NOT PERMITTED** to consume food or drink at Clip 'n Climb WSM unless it has been purchased from our on-site Steeple Heights Cafe 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 birthday parties, and this will be explained by our events co-ordinator when making a birthday party booking.

## **Customer Property:**

Lockers are available to store items securely and all items are stored at your own risk. Clip 'n Climb WSM 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.

Please email [enquiries.weston@clipnclimb.co.uk](mailto:enquiries.weston@clipnclimb.co.uk) or call 01934418894 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 WSM accepts no responsibility for returning lost property items to you, or for any items that remain unclaimed within this time frame.

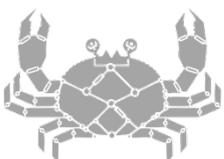
## **Antisocial Behaviour:**

Clip 'n Climb WSM 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 WSM 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/drugs 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/drugs into the centre will be asked to leave. Customers are not permitted to take part in climbing activities under the influence of alcohol/drugs; Clip 'n Climb WSM staff reserve the right to refuse access to the arena if they suspect you may be under the influence of alcohol/drugs or any banned substance.

Clip 'n Climb, WSM is committed to safeguard and promote the welfare of children and vulnerable adults and we expect all those working for and with us to share in this commitment.



## **BOOKING, CANCELLATION & REFUND POLICY:**

Please check that you have selected the correct Clip 'n Climb. Clip 'n Climb WSM is based at Unit 5, Dolphin square, Central walks, WSM BS23 1FF.

When booking please ensure you review current UK Government guidelines and Local restrictions right up to the point of your visit. We are working to these guidelines to help reduce the levels of infection of Covid-19.

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

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 you have booked a birthday party or group event. 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 15 minutes before your scheduled booking slot to allow you enough time to sign in at reception so you are fully prepared for your climbing session. Each climbing session will last 1.15hours – 55mins in the arena & 20mins for the brief.

## **Cancellations & Refund Policy:**

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

Post Covid-19:

Cancelling due to Covid-19 symptoms past the 48hrs you will not get a refund, but you will be able to re-arrange your booking however...

If you have any Covid-19 symptoms, please do not come to the centre. Call us on 01934418894 to rebook your session, free of charge, for a time at least 3 weeks from your initial booking.

If you are a group booking please ensure you review current UK Government guidelines and Local restrictions right up to the point of your visit. We are working to these guidelines to help reduce the levels of infection of Covid-19.

## **Standard Climbing Sessions:**

Full payment is required in order to book your standard climbing session with Clip 'n Climb WSM. Once you have booked your climbing session online via our



website, we will issue a full refund for cancellations made up until 48 hours before your booked slot.

Refunds will NOT be given to any booking made within the 48-hour period prior to your booked slot. This includes booking the wrong centre.

Please call 01934 418894 to speak with reception for all cancellations.

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## **Birthday Parties:**

Your £50 deposit will be non-refundable if your party is cancelled within 14 days of your booking date.

You are required to contact us 14 days before your party date to confirm your final birthday party numbers; this will allow us to calculate your final amount payable for the day of the birthday party.

Whilst we can appreciate that some children may drop out last minute (e.g. due to sickness), unfortunately we will not be able to refund for these individuals within the 7-day period once you have confirmed your final birthday party numbers.

Our minimum number for a birthday party is 10 so your final amount payable would always be based from the minimum of 10 or more despite last minutes cancellations from individuals within the Birthday Party.

Please email [enquiries.weston@clipnclimb.co.uk](mailto:enquiries.weston@clipnclimb.co.uk) for all birthday party cancellations.

## **Group Bookings:**

Your £50 deposit will be non-refundable if cancelled within 7 days before your booking slot. Please email [enquiries.weston@clipnclimb.co.uk](mailto:enquiries.weston@clipnclimb.co.uk) for all group cancellations.

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