



## Booking Terms & Conditions

These booking terms and conditions apply when booking at a TreeTop Adventure Park as well as for the purchase of gift vouchers to be used in a TreeTop Adventure Park. **In the case of gift vouchers**, please keep in mind that bookings are recommended and without pre-booking we might not be able to accommodate you at your desired date and time.

### 1. Limitations in age and size

TreeTop Adventure Park offers:

- 1 to 3 children courses (Yellow, Orange, purple) for age **3 to 9 years** old, fitted with a continuous belay safety system.
- 3 high rope courses (Green, Blue and Red) set in the tree tops, using a self belay safety system. Participants need to be **10 years old** and over **AND** measure **1.4m minimum** to be allowed on these courses. **NO EXEMPTION POSSIBLE**. Participation requirements specific to age 10 to 15 are detailed hereafter.
- 1 high rope course (Black) set in the tree tops, using a self belay safety system. Participants need to be **16 years old** and over to be allowed on this course.
- Safety equipment adapted to the chosen course.
- Full training by a qualified instructor for the self belay system.
- Free parking at the course.
- Picnic tables and toilet facilities.

### 2. Children courses (yellow, orange, purple)

2.1 The children course uses a continuous belay safety system adapted to this activity. Children wear a harness on which a trolley is attached. The trolley is then fitted onto the safety line. Children can then move along the challenges, attached securely to the safety line until they finish the course. We do require at least 1 adult to supervise (and encourage) the children from the ground. The children are supervised by instructors.

2.2 Bookings run for approximately 2 hours (1 ½ hours on the course and ½ hour of getting into and out of gear). No food is to be consumed by the children whilst in their harnesses.

2.3 It is preferred that the child's parent sign the waiver form.

### 3. Self belay courses (green, blue, red and black)

3.1 The Activities comprise a challenging high ropes course and participation is not without risk. All participants will receive a detailed safety briefing from an instructor and no participant will be allowed to participate until he or she has demonstrated, to the satisfaction of TreeTop Adventure Park's instructors, that he or she is competent to do so.

3.2 TreeTop Adventure Park reserves the right to refuse admittance to, or to remove a participant from, the Activities should we consider it necessary to do so. This may include, but is not limited to, a participant who does not comply with the safety rules and the safety system.

3.3 TreeTop Adventure Park provides courses with graded levels of difficulty. TreeTop Adventure Park reserves the right to stop someone from progressing onto the next course level, if, in our opinion, the person does not appear to be fit enough for that level. Each course can only be undertaken once during a visit. For safety reasons, participants can be on the courses for a maximum of 4 hours.

3.4 The juniors 10 to 15 years old need to have an adult with them **ON** the course. 1 adult can supervise up to 4 juniors. A LIABILITY RELEASE AND EXPRESS ASSUMPTION OF RISKS form must be signed by all participants or their parent/carer if under 18 years old.

3.5 All participants must be reasonably fit and healthy, must weigh less than **125kg** and fit into our safety equipment to be allowed on the courses. Anyone who does not meet these requirements will not be allowed to undertake the Activities. It is your responsibility to ensure that all participants of your group meet these requirements.

3.6 All participants are required to wear a safety harness and a helmet provided by TreeTop Adventure Park and fitted by an instructor. We also provide hairnets, for hygienic reasons, to be used at your discretion.

3.7 The Activities are physically demanding and require a degree of agility, strength and endurance. If participants have medical concerns they are advised to consult their doctor in advance. Participants will be required to certify that they do not suffer from any medical condition which would make it more likely that they would be involved in any incident which could result in injury to themselves or others. Due to the physical nature of the Activities, TreeTop Adventure Park recommends that pregnant women should not take part.

3.8 All participants are required to act responsibly and courteously at all times and to respect other participants. TreeTop Adventure Park reserves the right to prevent any person from undertaking or completing the activities should the behaviour of any participant be deemed unsuitable.

3.9 Participants must be dressed appropriately (see clause 4) and TreeTop Adventure Park reserves the right to refuse admittance to the Activities to any participant who is not appropriately dressed.

3.10 The Activities will remain open in most weather conditions (except in circumstances of lightning or storm).

3.11 No refunds or compensation will be payable by TreeTop Adventure Park in the event that any participant is not permitted to, or decides not to undertake or complete the Activities, for the reasons set out in Clause 3.

#### **4. Clothing**

It is the responsibility of all participants to ensure that they are dressed appropriately and TreeTop Adventure Park advises participants to wear clothing appropriate for the weather conditions and which they do not mind getting dirty or damaged. The following restrictions apply:

(a) participants may not undertake the Activities in sandals or slip-off shoes (sporting shoes are recommended);

(b) long hair must be tied back and **jewellery removed**;

(c) waists must be covered and piercing removed or taped over for comfort.

TreeTop Adventure Park will not be responsible for any damage to, or loss of, clothing or other personal items resulting from participation in the Activities.

#### **5. Arrival times at site**

It is essential for participants to arrive in time for the event, as the course has limited capacity and to prevent impact on participants later in the day.

If participants miss start times due to reasons outside their control, then it will be at the discretion of the TreeTop Adventure Park site manager, as to whether he/she is able to re-accommodate the late arriving participant into course instruction and participation. No refunds or part-refunds will be made for late arriving participants in the event this is not possible.

#### **6. Cancelling your Event**

In the event you wish to amend/cancel the booking, you must advise TreeTop Adventure Park immediately. There will be no refund of entries if booking is amended/cancelled within 1 week of the booking date. An administration fee applies.

In the event it proves necessary to close the Activities for reasons beyond the control of TreeTop Adventure Park, eg inclement weather, and in circumstances where your party has commenced participation in the Activities, you shall not be entitled to any refund (in part or in whole). In such circumstances TreeTop Adventure Park will offer alternative dates or times to finish the courses.

Gift vouchers are not refundable. Please make sure you check the validity date as expired gift vouchers will not be accepted at the parks.

#### **7. Liability Release and Express Assumption of Risks**

These Booking Terms and Conditions incorporate TreeTop Adventure Park's Liability Release and Express Assumption of Risks, which each participant or their carer will be required to sign before being allowed to undertake the TreeTop Adventure Park Activities. A copy of the Liability Release and Express Assumption of Risks document will be emailed with the booking confirmation.

#### **Come monkey around with us!**

At TreeTop Adventure Park we will make every effort to ensure you enjoy a unique experience. Please talk to us if you have any concerns.