

# YOU ARE BOOKING:

## Clip 'n Climb Leeds

Unit 3, Tristram Centre, Brown Lane West, Leeds, LS126BF



**Ticking the box on our booking system means I have read and agreed to this Acknowledgement of Risk and the Booking, Cancellation & Refund Policy.**

## GENERAL TERMS & CONDITIONS

### 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. BOEM Leisure Ltd t/a Clip 'n Climb Leeds 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:

- ♥ Face coverings **MUST** be worn whilst in our centre as per current UK Government guidelines at the time of your visit (unless you are exempt)
- ♥ Face coverings **MUST** be worn on the Drop Slide (sorry with no exceptions)
- ♥ **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
- ♥ 2.5 - 4-year-old children are permitted to climb on a general climbing session however, they **MUST** be accompanied by a non-climbing adult.
- ♥ 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 Woodpeckers Diner.
- ♥ 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.
- ♥ All children under secondary school age (Up to & including 13 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 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 Leeds Ltd 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.
- ♥ Climb Fit Sessions: Follow one of our self-led circuits during a climb fit session for a fun way to get fit. Although examples are given, participants are responsible for their own warm up/warm down routines.
- ♥ 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.

It is not the responsibility of Clip 'n Climb Leeds to know whether or not a customer is medically fit and able to climb. All participants must make Clip 'n Climb Leeds 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 Leeds 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 Leeds 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:**

Customers and guests are **NOT PERMITTED** to consume food or drink at Clip 'n Climb Leeds unless it has been purchased from our on-site Woodpeckers Diner with the exception of weaning babies.

Unfortunately, our water fountain within our climbing arena is currently out of use due to Covid-19 so you can bring your own filled water bottle to consume during your session – but only water is allowed within the climbing arena. Usually we are also happy for you to bring your own reusable coffee cups when placing an order from our Woodpeckers Diner but unfortunately again due to Covid-19 this is currently unavailable.

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 Leeds 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 [hello.leeds@clipnclimb.co.uk](mailto:hello.leeds@clipnclimb.co.uk) or call 01132 458723 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 Leeds 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 Leeds 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 Leeds 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 Leeds 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.

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

### **Booking Policy:**

Please check that you have selected the correct Clip 'n Climb, Clip 'n Climb Leeds is based at Unit 3, Tristram Centre, Brown Lane West, Leeds LS12 6BF.

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 Leeds, you accept all the Terms & Conditions specified. Please do not make a booking with Clip 'n Climb Leeds or purchase any related products or vouchers until you have read and understood our Terms and Conditions within this document.

All standard climbing sessions, private hire, group bookings, parties 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 and 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 only 10 minutes before your scheduled booking slot to allow you enough time to sign in at reception. This allows you to be fully prepared for your climbing session. Each climbing session booking slot is 90 minutes in duration – including your 30-minute safety briefing and harness fitting (this allows for a good circulation of customers throughout our building), you will then have a full 60 minutes in the climbing arena, with the last 5 minutes to remove your harnesses.

## **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 Leeds. 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 email [hello.leeds@clipnclimb.co.uk](mailto:hello.leeds@clipnclimb.co.uk) or call 01132 458723 to speak with reception for all cancellations.

### **Birthday Parties:**

Your £50 deposit will be non-refundable if your party is cancelled within 35 days of your booking date.

You are required to contact us 7 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.

Your final amount payable would always be based on the minimum of 10 or more despite last minutes cancellations from individuals within the Birthday Party.

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

### **Group Bookings:**

Your £50 deposit will be non-refundable if cancelled within 48 hours before your booking slot. Please email [hello.leeds@clipnclimb.co.uk](mailto:hello.leeds@clipnclimb.co.uk) for all group cancellations.