

## GENERAL TERMS AND CONDITIONS

You **must** fall within our operating weight limits so that harnesses and safety equipment fits properly. To ensure all customers meet the requirements you will be weighed at reception on arrival.

### REQUIREMENTS

Minimum Age: 4 Years Old | Maximum Age: 14 Years Old |  
Minimum Weight: 15kg / 2.3 Stone | Maximum Weight: 120kg / 18.9 Stone

### ONSITE RULES:

- All participants under 16 must have a parent or guardian (over 18) onsite.
- We require the ratio of 1 adult to 4 children under 12 years old for safeguarding.

### HEALTH AND FITNESS:

All participants must be reasonably fit and healthy, accepting the risks of physicality of this activity. Acknowledging there is always a small risk of injury, especially if instructions are not followed.

We cannot provide medical advice or list all medical conditions. Consult a doctor if you are concerned about your health. Even if your doctor has advised that you can participate in these activities, Participants **must** disclose any medical conditions to the site in advance, especially:

Participants must follow all instructions given by the climbing wall staff.

### BOOKING / REFUNDS:

All bookings and vouchers are non refundable, however, if your booking is changed/cancelled by Hangloose Adventure due to the weather or for any other reason, we will offer you an alternative activity (this is subject to availability on the day), the chance to re-schedule or a full refund.

Up to 48 hours in advance before your booking, you can move the activity date, subject to availability, or postponed it, or have a credit on the account, or change to our other site free of charge.

Within 48 hours if you want to make a change to your booking, for example change to a different day or postponed this will incur a £5 admin charge per person.

Any questions please email 'info@hanglooseadventure.com' or call us on 01285 640600