

## 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: 8 Years Old | Minimum Weight: 30kg / 4.7 Stone | Maximum Weight: 120kg / 18.9 Stone

**Please Note:** the minimum / maximum weight can be changed at any time for safety reasons - In this event we will notify you. If you are unable to take part we will offer you another activity, a reschedule or refund if you are not within new weight limits.

### 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 onsite.
- On average children under 10 years old, are likely to be too light for the activities. We recommend that you weigh them before booking an activity

### HEALTH AND FITNESS:

All participants must be reasonably fit and healthy, accepting the risks of rapid acceleration, deceleration, height, and physicality and acknowledge there is always a small risk of injury, especially if instructions are not followed.

A doctor **must** advise you if you have :

- Neck, back, shoulder or chest injuries
- Epilepsy, recent fits or blackouts
- Heart conditions requiring medication

We cannot provide medical advice **or list all medical conditions**. Participants who are pregnant cannot participate. 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:

- If a participant has undergone a tracheostomy
- If a participant has a stoma bag implant

### 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.

### LINES OPEN :

We always try and keep a minimum of 2 ziplines open , however this is based on site numbers and staffing and is not always guaranteed. We can also not guarantee that you'll fly side by side, you will all go to the dispatch tower together. Even if you're sent off together, varying participant weights may result in different flying speeds.