

GENERAL TERMS AND CONDITIONS

You must fall within our operating activity requirements.

REQUIREMENTS

Minimum Age: 7 Years Old | Minimum Height : 1.2m / 3ft 11 Tall | Can swim 50m unaided

Please Note: All children under the age of 12 must be accompanied by an adult (18+) who is also taking part in the activity. We require the ratio of 1 adult to 3 children under 12 years old for safeguarding on the activity.

ONSITE RULES:

- All participants under 16 must have a parent or guardian (over 18) onsite.
- We require the ratio of 1 adult to 3 children under 12 years old for safeguarding onsite.

HEALTH AND FITNESS:

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

Participants cannot go on the park if:

- They are pregnant
- They cannot swim 50m unaided
- They have a dislocation injury
- They are under the influence of alcohol or drugs

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.

Participants must be of good overall health, and not suffering from a medical condition which could be made worse or aggravated by vigorous physical activity.

Participants who are pregnant cannot participate.

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

THE AQUA PARK: You have a 45 minute time slot - To avoid eating into your time slot we advise arriving early to get ready. There are changing rooms on site. All participants will be given a buoyancy aid.