

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: 35kg / 5.5 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.

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REQUIREMENTS

Minimum Age: 8 Years Old | Minimum Weight: 35kg / 5.5 Stone | Maximum Weight: 120kg / 18.9 Stone

Please Note: There is a maximum of 5 people on the activity at any one time. There is a maximum combined weight of 400kg - on some occasions we may need to spread your group across the next time slot to keep within this limitation. You may not be seated next to each other on the Swing - for safety reasons the weight needs to be distributed evenly.

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OUTDOOR SKYDIVE

GENERAL TERMS AND CONDITIONS

You **must** fall within our operating activity requirements. You will be weighed on site.

REQUIREMENTS

Minimum Age: 4 Years Old | Minimum Weight: 20kg / 3.1 Stone | Maximum Weight: 120kg / 18.9 Stone

Please Note: Please note that Hangloose Bluewater Skydive is not a ride but an interactive experience that simulates freefall skydiving, exposing participants to vertical winds reaching up to 150 miles per hour. This inherently dangerous activity requires strenuous physical exertion. We always prioritise the safety of our customers. If additional support from an instructor is needed during the activity, **physical contact may be necessary** to ensure you can continue flying safely.

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.

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 :

- Serious traumas and/or fractures of joints
- Spinal trauma or traumas that limit movements e.g. back/neck
- Epilepsy or any Heart conditions

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:

Shoulder Dislocations: If you have previously dislocated your shoulder you cannot take part in the activity.

Participants who are pregnant cannot participate.

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GENERAL TERMS AND CONDITIONS

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REQUIREMENTS

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

Minimum Height : 1.2m / 3ft 11 Tall

Please Note: Children can complete the course independently, but an adult must remain nearby. The child should feel confident navigating the course on their own.

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- We require the ratio of 1 adult to 4 children under 12 years old for safeguarding onsite.

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 :

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

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 who are pregnant cannot participate.

BOOKING / REFUNDS:

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THE TREK : Our Bluewater trek may take over an hour depending on your ability, we always recommend booking this activity last. You have 1 hour time slot to do the course as many times as you want for our lower level trek at Bluewater.

AQUA PARK

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 aged 7-10 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 aged 7-10 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 aged 7-10 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.

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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.

GENERAL TERMS AND CONDITIONS

You must fall within our operating activity requirements.

REQUIREMENTS

- Minimum Age: 18 Years Old | To swim under the age of 18 participants must hold an ASA L1 Open Water Award and accompanied by an adult | Must be able to swim 100m unaided and confidently

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 wild swim if:

- They cannot swim 100m unaided
- 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.

Pregnant women can swim with a tow float, but once the pregnancy starts restricting movements, they should remain within 50m of the entry point.

Participants should avoid ingesting the water and always wash their hands properly after. This is at the responsibility of the participant and not Hangloose Adventure.

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.

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YOU MUST WEAR:

- Appropriate swimwear
- Tow float - you can purchase these on site or bring your own
- Wetsuit if the water temperature is below 12 degrees - These can be hired on site (subject to availability) or participants can bring their own.

WINTER TERMS AND CONDITIONS

You must fall within our operating activity requirements.

REQUIREMENTS

- Minimum Age: 18 Years Old | To swim under the age of 18 participants must hold an ASA L1 Open Water Award and accompanied by an adult | Must be able to swim 100m unaided and confidently

HEALTH AND FITNESS:

Participants cannot wild swim if:

- They cannot swim 100m unaided
- They are under the influence of alcohol or drugs

Cold water has many health benefits, it can however be dangerous and should only be attempted in a safe and controlled environment. Our number one objective is the safety of our visitors, but as with many aspects of life there will always be an element of risk.

Swimming can be hazardous, and these hazards are magnified in cold water, the risks are:

- Drowning – Cold water immersion can fog the brain, reduce blood flow to extremities and incapacitate swimmers. A tow float will help but will not guarantee your safety.
- Cardiac Arrest or stroke, are amongst range of potentially fatal conditions which can be caused by cold-water immersion
- Hypothermia – just a one degree drop in your core temperature can bring on hyperthermia.

We do have hot showers at the edge of the lake

If you are over 50 and have health concerns or family history of conditions, we strongly suggest seeking medical advice before engaging in cold water swimming. The risks of cold-water swimming should not be underestimated. If you engage in cold water swimming you are accepting that this is a potentially hazardous activity and accept the risk.

As the operator of the lake, we have a duty of care and consequently the following rules are mandatory and designed to safeguard swimmers

- Swimming can only take place in normal day light, opening hours will be restricted. Early morning and early evening slots will not be available.
- Over the winter the wild swimming must be booked at least 24 hours in advance to ensure lifeguard cover
- When the lake temp drops below 12, wet suits are mandatory for swimming **the full route** and water time is limited to a max of 25 minutes, tow floats will be mandatory.
- When the lake is below 12 degrees and participants don't want to wear a wet suit, we consider this a 'plunge dip' - participants must bring a friend and stay within 10m of the entry point.
- Pregnant women can swim with a tow float, but once the pregnancy starts restricting movements, they should remain within 20m of the entry point.
- These rules may be updated at short notice, access to the lake can be withdrawn on the ground of safety
- As temperatures reduce throughout the winter, the swimming area will be reduced.

WINTER TERMS AND CONDITIONS

GUIDE TO SWIM DURATION:

TEMPERATURE	DESCRIPTION
0 to 5 degrees	The preferred temperature for extreme winter swimmers. Causes pain and takes your breath away. Except for the very experienced, and only under strict supervision, swims should be limited to a few minutes. Enjoy the buzz when you get out.
5 to 10 degrees	Typical lake and river temperature in early spring. Still painfully cold and not recommended for anything other than very short swims (5 to 10 minutes) unless you are very experienced.
10 to 15 degrees	Open water starts reaching these temperatures in late spring around much of the UK. At the lower ends, it will still feel extremely cold initially, but longer swims are now possible. Experienced swimmers can manage several hours or more as the water approaches the mid-teens, but hypothermia is still a big risk.

Source [Outdoorswimmer.com](https://www.outdoorswimmer.com)

WILD SWIM

REFERRAL TERMS AND CONDITIONS

Swim members are all eligible to earn a free sauna session if they successfully refer a friend who signs up for a membership.

Eligibility:

- The referring member must be an active Hangloose Bluewater member who has held their membership for at least one full month at the time of referral.

Referral Requirements:

- The referred friend must sign up for a monthly or annual membership at Hangloose Bluewater.
- The referred member must clearly name the person who referred them at the time of signing up. Referrals made after registration will not be accepted.

Reward:

- Once the referral is verified and confirmed, the referrer will receive one sauna session voucher, valid for one person only.
- Vouchers will be sent via email or provided in person after confirmation of the successful referral.
- Limitations:
- Each successful referral qualifies for one voucher. Multiple referrals may result in multiple vouchers, subject to validation.
- This offer cannot be combined with any other promotions unless otherwise stated.

General:

- Hangloose Bluewater reserves the right to amend or withdraw this offer at any time without notice.
- Misuse of the referral scheme may result in disqualification from the promotion.