TERMS & CONDITIONS

RISKS

"The British Mountaineering Council recognises that climbing and mountaineering are activities with a danger of personal injury or death. Participants in these activities should be aware of and accept these risks and be responsible for their own actions and involvement". Although the climbing centre is an artificial environment, the risks involved are no less serious than when climbing outside on a crag or mountain. There is an additional risk that the holds may spin or break. Holds can and certainly do, spin. A slip off of a hold, spinning or otherwise, can result in a fall and therefore an injury. Should you discover a spinning hold you must inform a member of staff immediately.

The soft flooring under the climbing walls, especially the bouldering walls is designed to provide a more comfortable landing for climbers falling from the wall or to minimise the seriousness of an injury should one occur. Any soft matting present DOES NOT MAKE THE CLIMBING ANY SAFER. Climbing beyond your capabilities on any wall is likely to result in a fall. Any fall may result in an injury, despite any safety measures in place to avoid such injury.

OUR DUTY OF CARE

The Terms and Conditions of the climbing centre set out below are not intended to limit your enjoyment of the facilities. They are part of the duty of care that we, as operators, owe to you, the customer, by law. As such, they are not negotiable and if you are not prepared to abide by them then a member of staff may ask you to leave.
Boulders provides lockers, padlocks, bicycle racks and bicycle locks and accepts no responsibility for loss or theft of equipment. Please do not leave equipment in the lockers overnight or unattended in the centre.
Boulders accepts no responsibility for vehicles or their contents whilst parked in its car park. Please help us combat theft by not leaving valuables on show. Boulders operates CCTV throughout the site for both your safety and peace of mind.
The management reserve the right to amend or alter these Conditions of Use without notice. Latest version can be viewed at Reception and on the website. On arrival at the centre you must familiarise yourself with the latest version prior to paying for entry.
The management reserve the right to refuse entry or ask individuals to leave without providing a reason. All complaints must be made in writing.

YOUR DUTY OF CARE

You have a duty of care to;
- Act responsibly towards the other users of the centre. Statements of 'Good Practice' are posted around the centre adjacent to the relevant facilities, such as for the slack line and campus board, these describe the accepted methods of use and how customers would normally be expected to behave towards each other.
- Ensure the equipment you wish to use is suitable for its intended purpose and that it is in an appropriate condition.
- Inform us as to whether you are subject to any court orders prohibiting publication of your image, including CCTV footage, and that you allow publication of any images for Boulders use only.
- Inform a Boulders Member of Staff of any spinning holds you discover whilst climbing.

Your highest duty of care is to yourself and those climbing with you. It is your responsibility to ensure you are safe to climb. Boulders encourages pre-climb checks between a belayer and their climber.

CENTRE RULES

UNSUPERVISED CLIMBING

Before you climb without supervision, the centre expects you to be: competent in the use of a safety harness, able to tie a rethreaded figure of eight knot to attach to your safety harness, proficient in the use of a belay device to secure a falling climber, able to use the bouldering facilities in a safe manner.
Unsupervised climbing is just that. Staff will provide whatever help and advice they can, but instruction in the use of equipment or climbing techniques will only be provided where it has been booked and paid for in advance. If you are not confident in the use of any climbing equipment or technique then do not attempt to use it without the supervision of someone who is competent to do so.
Registered Unsupervised Climbers are permitted to supervise a maximum of two novices. Registered External Instructors are permitted to supervise a maximum of nine novices.
When supervising a supervised climber, the named supervisor must personally supervise said novice throughout their visit and cannot be belayed by the novice(s) being supervised

SUPERVISED CLIMBING

An adult who has registered at the centre may supervise up to two novice climbers as long as they are prepared to take full responsibility for the safety of those people.

TERMS & CONDITIONS

Guests of members must not be left unsupervised at any point. If you wish to teach your guests relevant climbing techniques then please do so in a safe and controlled manner. Any novice belayer must be 'backed up' by a competent climber.
Groups of three or more novices can only be supervised by a qualified instructor who must be registered at the centre as an instructor.
Supervised climbers must understand that they may only carry out activities at the centre under the supervision of their named supervisor.
Attendance on any of Boulders courses does not guarantee competence. You should only register as an 'UNSUPERVISED CLIMBER' if you have the skills required to be safe in the centre and are competent to do so.
Boulders accepts no responsibility for loss, damage or injury caused by, or during attendance on, any of their activities; except where such loss or damage can be shown to result directly from the negligence of Boulders staff.

EXTERNAL INSTRUCTORS

Boulders requires copies of an instructor's credentials prior to their being allowed to supervise more than 2 novices at Boulders climbing facility. These credentials include:

- Their **assessed** certification (CWA, SPA, JSRCL, JSRCI, Scout Association, Guide Association, or higher).
- A valid first aid certificate
- Documentation of their insurance

An external instructor must be inducted by a competent member of Boulders Staff prior to their supervising sessions at Boulders. External Instructors can supervise a maximum of 9 Novice climbers at any one time.
External instructors are bound by the limits of their qualification – the teaching of lead climbing in Boulders is only available to those suitably qualified. Standard CWA and SPA holders are not qualified to teach lead climbing.
External Instructors must sign in on the desk, at which time he/she must sign in his group, familiarise him/herself with the latest Conditions of Use, update any documentation if required and pay/sign for their groups' entrance. Entry/exit to/from Boulders is only permitted through reception, except in an emergency. An instructor is not charged for entry to the centre whilst supervising their group. Should an instructor want to climb after their group has left the centre then he/she mush sign in and pay as per normal registration procedures.
Consideration must be taken for both the facilities provided and other users, failure to do so may result in being asked to stop and leave.
As an instructor you **should not be climbing** unless demonstrating technique for your group. In this event all individuals in your group must not be taking part in any climbing activity. Boulders considers this inappropriate supervision of your group.
Boulders reserves the right to refuse entry without providing a reason.

CHILDREN (U18S)

Any person wanting to use the centres facilities (including Pebbles, the Climbing Adventure Play Area) under the age of 18 must be supervised by an Instructor or an adult. If the child wishes to climb the supervising adult must be registered with the centre for unsupervised climbing and have completed a parental consent form for their junior guest.

- Children must be supervised at all times whilst in the Centre, unless permission has been gained in accordance with the rules for Over 14s unsupervised climbing.
- Children may only enter the climbing areas when accompanied by a registered competent adult climber or an Instructor.
- Adults are permitted to enter the Pebbles play equipment with a child in order to supervise that child.
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- Boulders does not instruct children below the age of 7, long as each child under 7 is accompanied by an adult who is occupying a paid position on the lesson.
- All children under external supervision should be over the age of 5.
- In your child's interests, it is important that Boulders staff should know whether he / she suffers from any illness or medical condition. Please state, in confidence, anything which our staff should be aware of. Please ensure that Boulders is aware of any medication your child is taking including details and dosage, and / or specific dietary requirements.
- Climbing is a physical activity and you must be certain that to the best of your knowledge any medical condition or ailment stated will not put them or anyone else at risk and that there is no reason why your child should not participate in physical exercise.
- Climbing is a hazardous activity with an element of risk. For your child to participate in activities at the centre you must be happy with all the risks that they might be exposed to.
- Parents must take responsibility for their children before and on completion of their session.

TERMS & CONDITIONS

- Please inform us if your child is subject to any court order prohibiting publication of their image and if you do not allow publication of any images for official Boulders use only, in writing prior to their using the Climbing Centre.
- Boulders accepts no responsibility for loss, damage or injury caused by, or during attendance on, any of their activities; except where such loss or damage can be shown to result directly from the negligence of Boulders staff.
- Should any of your personal details change you must notify the centre.
- Children who are injured, ill or nauseous are not permitted to participate at Boulders. We ask that all children use the toilet before using any of the Centre's equipment.
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OVER 14s wishing to belay must be supervised or have attended a Parental Sign Off. On completing the Parental Sign Off the following applies:

- They will be **unsupervised** and are responsible for their own safety.
- It is the parent's responsibility to reassure themselves of their child's competency, and to use a Boulders member of staff as an advisor for this. It is YOU, the parent, who is signing off your child as competent to use the facilities, not Boulders.
- This Sign Off does not guarantee that they are fully competent in all of the skills required to ensure their safety.
- They must have read and understood the Terms and Conditions of the Centre. Failure to observe these may result in their membership being terminated and being asked to leave the centre.
- If they or their chosen climbing partner fails to exercise due care it could result in their injury or death. Boulders cannot be responsible for individuals' own actions which result in them taking unnecessary risks. Common-sense, self-preservation and care are essential at all times.
- They will not be allowed to sign in or take responsibility for any other Under 18s or novice climbers.
- Top Rope Sign Off and Lead Sign Off are separate sessions, a Top Rope Sign Off does not cover the skills required to enable them to lead climb. They will need a higher level of experience and expertise, have attended a Lead Sign Off and be over 16 to enable them to do this.
- Any UNSUPERVISED CLIMBING is regarded as a privilege available to those who demonstrate they are responsible enough to participate in the activities at Boulders unsupervised. Should at any point participants be viewed to be abusing this privilege, their membership may be terminated.
- Climbing requires participants to rely on their climbing partner for their safety. Prior to Signing off your child you must be satisfied that your child can take responsibility for the safety of their climbing partner using the techniques they have demonstrated on the Sign Off.
- Unsupervised Lead Climbers must be over 18 years old. Over 16's can Lead Climb unsupervised provided the Parent understands the difference and increased risks associated with Lead Climbing. The Parent must complete an Over 16s Lead Sign Off Registration Document.

UNDER7s.- ADDITIONAL RULES FOR THE USE OF PEBBLES. Pebbles is a soft play area for Under 7's within Boulders Climbing Centre.

- It is important that you, on behalf of your children, read and follow these basic rules when using the play equipment. Children must go down the slide in the forward facing position. They must not push or be pushed by other children. We recommend that arms are folded when travelling down the slide. Under no circumstances should a child or adult climb the slide from the bottom. There should be no climbing on vertical wall nets.
- Payment of you admission fee to Pebbles qualifies you for an unlimited play period. Children using Pebbles play area must be under 7 years of age and less than 1.5 metres in height. Height restrictions are in place for the safety and enjoyment of all children.
- All shoes and other outer footwear must be removed before entering the play area. This applies to adults and children alike.
- Socks must be worn on the play equipment at all times and may be purchased at reception.
- We recommend to parents that children wear long sleeves and trousers.

GENERAL RULES & SAFETY

- You must report to reception on each visit.
- All accidents should be reported to reception and recorded in the accident book before leaving the centre. Customers should note that whilst every consideration has been given for the safety of customers using the Centre's equipment, Boulders cannot be held responsible for accidents which occur as a result of customer using the Centre's equipment.
- Please remove any jewellery before taking part in any of the Centre's activities.

TERMS & CONDITIONS

- You may only climb if you have paid to do so. Once entrance has been paid for only in exceptional circumstances can it be refunded and at the Centre Manager's discretion, any refund requests should be made in writing.
- For safety and hygiene reasons no Pets or Bicycles are permitted on site.
- Stand well back from the climbing walls unless you are belaying or spotting a climber. Any softened surface is a climbing zone, you must only enter such an area if you are a registered climber or under supervision.
- You must exercise care, common sense and self preservation at all times.
- Do not hold any part of the walls that are not part of the climbing surface, this includes all metal framework, in situ quickdraws and bolt hangers, the lower off chain and the top of the wall itself.
- Do not distract people when they are climbing or belaying.
- Ensure you are familiar with the 'Good Practice' signs located around the centre.
- Self-belaying, jumaring or the use of shunts to ascend a rope, are not permitted in the centre.
- Please do not climb with excess hardware on your harness.
- Keeping Boulders clean is extremely important to us. Please inform a member of the team of any spillages or unclean areas. Our toilet/changing facilities are checked regularly, if you are not satisfied, please advise a member of staff. Please use the baby changing facilities provided.
- Any anti-social or abusive behaviour towards staff or other patrons and any wilful damage to the Centre's equipment will not be tolerated at Boulders. Anyone involved will be asked to leave the Centre. The decision is at the discretion of the management and no refund will be offered.
- For hygiene reasons please do not change nappies in the public area; please use the baby change facilities provided. Boulders are not allowed to heat baby food/drink for our patrons but a microwave oven is available for your use. You may use our facilities to heat your children's baby food/milk but we cannot accept responsibility for the temperature of the food after you have heated it. Please check carefully.
- Patrons are not permitted to carry matches, lighters, fireworks or other combustible materials anywhere in the Centre.

THE CAFÉ

- Unregistered visitors and 'non climbers' are welcome to use the seated area only when dining at the café. Packed lunches are to be eaten elsewhere (picnic benches).
- Food and drinks of any description are not allowed in the climbing or play areas. We request that food and drink consumption be limited to the café eating area. Only food and drink purchased from our café may be consumed on the premises, except for babies who are still weaning.
- No bags are to be left in the café area.
- **Toilets** are situated between the cafe and reception and are, to some extent, unisex.

CLIMBING AREAS

- The main walls are designed to be climbed using a rope for protection; always use a rope to protect yourself on these climbs. Solo climbing is not acceptable
- Always use a safety harness to attach yourself to the rope.
- The rope must be tied directly into the harness using a suitable climbing knot. Attachment via a screwgate karabiner is not acceptable.
- Boulders reserves the right to stop people climbing if practice is deemed unsafe. If this occurs no refunds will be given.
- Route grades exist merely as a guide. Grades are entirely subjective and can vary drastically depending on a climbers level of physical fitness, technical ability and height.

TOP ROPING

- Do not use a top rope to climb on its neighbouring lines.
- Many of the available climbing lines in the centre have top ropes already in place for your use. Do not pull down the ropes to use on other lines.

LEADING

- Do not pull down or use the centres top ropes for lead climbing! You must provide your own, appropriately rated, dynamic rope.

TERMS & CONDITIONS

- Quickdraws are in-situ on all lead climbing lines, do not 'tamper' with these or use your own quickdraws. Only attach yourself to the wall by using your lead rope.
- No seconding or top-roping is permitted on lines 87 - 90 and 72, this is for your own safety.

BELAYING

- Always use a locking karabiner to attach a belay device to your harness. Body belaying is NOT acceptable.
- The sand bags are provided to give support to belayers who are significantly lighter than their climbing partner. They should not be regarded as an anchor point and should be attached directly into the belayer's harness, at the belay loop. Please be careful when moving the sand bags around the centre, they are heavy.
- Always pay attention to what the climber is doing, excess slack when lead climb belaying can be fatal.
- Always stand as close to the climbing wall as is practical, sitting or laying down is not acceptable.

HELMETS

Some scenarios on Boulders instructed sessions require the use of a helmet due to an increased risk of injury. All Boulders instructors are trained to identify when this is required. During all *Team Tasks* and *Challenges* where individual height gain, falling objects or confined spaces are involved, helmets must be worn by participants.

Boulders recommend the use of helmets for:

- Under 14's participating in lead climbing under external supervision, it is strongly recommended that helmets are worn.
- Under 7's participating in any climbing activity.
- It is not compulsory for Under 18's to wear helmets whist using the facility under external supervision or under Boulders instruction on Top Roping Activities.
- Over 14's are recommended to use helmets where an increased hazard is present.

BOULDERING

There is an additional risk that the holds may spin or break. The soft flooring under the bouldering walls is designed to provide a more comfortable landing for climbers falling from the bouldering wall, THE SOFT FLOORING DOES NOT MAKE THE CLIMBING ANY SAFER! Broken and sprained limbs are common on the type of climbing wall despite the soft landing. Climbing beyond your capabilities on any wall is likely to result in a fall. Any fall may result in an injury, despite any safety measures in place to avoid such injury. Any person wanting to use the centres facilities under the age of 18 must be supervised by an adult that has registered with the centre for unsupervised climbing and completed a parental consent form for their junior guest.

Bouldering is a physically challenging sport and can frequently result in falls, both intentional and unintentional. Any fall may result in a serious injury no matter how experienced the climber. By participating in Bouldering you acknowledge and accept this risk of injury.

Some basic rules to keep you safe in the bouldering area:

- Do not jump off from the top of the wall, jumping and falling, whether controlled or uncontrolled, off the Bouldering may result in serious injury, you are strongly advised to down climb whenever possible
- Before committing to a route ensure you plan where you will be able to perform a controlled decent.
- Do not walk or climb underneath anyone who is already climbing
- For your own safety, harnesses must not be worn in the bouldering room
- All bouldering must finish below the top of the red line. Do not go above the red line or hold onto the top of the wall.
- Under 18's must be supervised at all times unless they have attended an Over 14 Sign off
- When selecting a boulder problem please give way to those already on the wall. Climbers on vertical problems have priority
- Keep the matting free of objects and obstructions, they can exacerbate or cause injuries.
- Holds may spin –Please inform a member of staff immediately should you discover one when climbing.
- No horseplay please
- No food or drink on the matting please
- Please refrain from using loose chalk, or liquid chalk, chalk balls only.
- Please remove any jewellery
- Keep your tops on, for hygiene reasons.

Climbers who are registered as *"bouldering only"* are not permitted to go into or to use the roped facilities without, completing a *"supervised climber"* registration and being supervised by a nominated *"competent over 18 climber"*

TERMS & CONDITIONS

BOOKINGS

1. In order to make a booking, a minimum of 50% deposit or valid purchase order number and invoice address must be given.
2. The balance is payable on or before the date of the first visit relating to that booking.
3. 7 days notice must be given if a booking is to be cancelled. If this is not given, 50% of the total course fee is payable. That is, deposit is refundable up until 7 days before the booked event date. If the booking is cancelled within 7 days, 50% of the course fee shall be retained by Boulders Ltd.
4. For bookings made within 7 days the 50% of the total course fee will be non refundable in the event of a cancellation.
5. Bookings requiring the use of the meeting room will be subject to a 50% cancellation fee of the full booked price if cancelled within 30 days, or a 100% cancellation fee of the full booked price if cancelled within 7 days, of the start date of the activity.
6. If a booking is cancelled due to an unforeseen medical reason, provided appropriate professional medical documentation can be provided within 14 days of the missed activity, Boulders will, at its discretion, retain the booking deposit and allow the customer to use the deposit to rebook the activity. Any activity rebooked will be subject to the normal booking terms and conditions.
7. If a smaller group than previously booked attends the session, a fee of 50% will be applicable to those not attending, unless notice is given in line with para 3.
8. Should your session be cancelled by Boulders, we will endeavour to rearrange the session at a mutually suitable time. If rearrangement is not possible, any monies already paid will be refunded.
9. Groups are taught on a specific instructor:student ratio. If you require a smaller ratio than the one application to your activity, extra instructors can be booked. Rates for extra instructors must be arranged at the time of booking. Points 5 and 6 still apply.
10. While on a session, the instructor is responsible for the group. They reserve the right to remove an individual or stop a session, should the behaviour of that individual or group be infringing on the safety of themselves or others. No discounts will be made for sessions ended early due to disruptive behaviour.
11. Sessions must start and end on time. If a group is late, the session will not be run over to accommodate this. This is because we usually have sessions running back-to-back.
12. Any cancellation of food within 24 hours of the booking, 100% of the cost is still payable.