



# Adventure Climb Frequently Asked Questions

Issue 1

1. [What is Adventure Climb?](#)
2. [Where is Adventure Climb located?](#)
3. [How many walls are there?](#)
4. [How much does it cost?](#)
5. [Do I need to book in advance?](#)
6. [What should I wear?](#)
7. [What time do I need to arrive?](#)
8. [Are there any restrictions?](#)
9. [Is there storage for personal belongings?](#)
10. [How high above the ground are the climbs?](#)
11. [Is there an instructor with you on the course?](#)
12. [How many walls do you climb?](#)
13. [Is there a time limit to complete the course?](#)
14. [What are the opening times?](#)
15. [Is there any risk associated with the activity?](#)
16. [Can family and friends watch people participate?](#)
17. [What happens if I can't finish a wall or get stuck?](#)
18. [Is there anything else I can do at the Summit during my visit?](#)
19. [What happens in adverse weather conditions?](#)
20. [What is the cancellation policy?](#)
21. [Do children need to be supervised?](#)
22. [Do participants need to sign a disclaimer?](#)
23. [Are there any restrictions in relation to pregnancy?](#)
24. [Can I wear fancy dress?](#)
25. [Can I bring my camera/camcorder?](#)
26. [What if I have a pre-existing medical condition?](#)

## 1. What is Adventure Climb?

Adventure Climb is an opportunity for anyone, regardless of age or experience to become a climbing hero. Whilst wearing a safety harness you are able to clip onto one of our auto belay's (an automated safety rope system), on one of the 21 themed and interactive climbing walls, allowing you to challenge yourself to see how high you can climb. Once you start to become more confident, each wall has different routes if you want to be challenged further.

## 2. Where is Adventure Climb located?

Adventure climb is located at the rear of the facility, just past our main reception desk on the right.





# Adventure Climb Frequently Asked Questions

Issue 1

### 3. How many walls are there?

There are 21 walls in total, each with a different climbing experience.

### 4. How much does it cost?

For up to date prices and availability, please visit reception or book online at <http://www.summitindooradventure.co.uk>.

All our activities are also available for exclusive hire, corporate use, birthday parties, and any other celebration. Just contact the centre to discuss your requirements.

### 5. Do I need to book in advance?

We recommend that you book in advance, as we are particularly busy at peak times, which tend to be during evenings, weekends, and school holidays. Simply use our online booking system at <http://summitindooradventure.co.uk>.

Full pre-payment will be taken at the time of booking, and a cancellation policy applies for all bookings.

### 6. What should I wear?

When deciding what to wear, you need to consider that there is a good chance that you will get hot and sweaty. We also suggest that you should wear something that you wouldn't mind getting dirty or damaged in any way. Appropriate footwear with soles with good grips should be worn to ensure your safety. Our suggestion is that the best option in terms of footwear is ankle supporting boots or trainers. Sandals, slip-on shoes, high heels, and other such shoes are not permitted under any circumstances.

Long hair must be tied back. Body piercings should be removed, and midribs should not be bare as you may chafe whilst climbing. To protect your hands, you may wish to consider wearing a thin pair of gloves. You may want to bring a change of clothes, which you can change into after your experience.

All other equipment is provided by us.

### 7. What time do I need to arrive?

You need to ensure you arrive at the Adventure Climb entrance at least 15 minutes prior to your allocated start time. In the event that guests arrive after their allotted start time, they will not be able to participate in the activity, and NO refund or transfer of booking will be offered.

### 8. Are there any restrictions?

To ensure people's safety, the following restrictions on the climbing adventure will apply (these cannot be adjusted under any circumstances):





# Adventure Climb Frequently Asked Questions

Issue 1

- Guests must not be more than 23 stone, (150kg), or less than 1.6 stone, (10kg), in weight, and a minimum age of 5 years old.
- Participants aged 15 and under must be supervised by an adult of at least 18 years of age. Anyone under 18 must have a disclaimer signed by a parent/guardian.

## 9. Is there storage for personal belongings?

For the duration of your experience, we are able to provide limited space for the storage of valuables in lockers, (£1 Refundable Coin), which are available on a first come first serve basis.

## 10. How high above the ground are the climbs?

The climbing adventure have a number of different experiences with varying heights up to 15 metres.

## 11. Is there an instructor with you on the course?

All participants will receive a safety briefing and training from an instructor before starting the activity. Once the activity has begun, you will be guided with the group by the instructor who will remain with you throughout the duration of your experience.

## 12. How many walls do you climb?

Including your safety briefing, your experience will last approximately 60 minutes, and the number of walls that you climb depends on your climbing ability. Our instructors will ensure that you climb your favourite walls first.

## 13. Is there a time limit to complete the course?

Your experience will last the 60 minutes, to allow other groups to use the facility. Please be aware this this hour long session includes time to get a harness fitted, a safety brief, and a practice climb. The remainder of the session will only commence when all participants have successfully completed a practice climb.

## 14. What are the opening times?

Adventure Climb is open most days and opening times vary, depending on the time of year. Please visit the website and/or reception desk for up to date availability.

We are also able to open the activity during other periods, subject to minimum numbers.

## 15. Is there any risk associated with the activity?

All participants receive a safety briefing from a trained instructor at the start and must wear our safety equipment at all times.





# Adventure Climb Frequently Asked Questions

Issue 1

## 16. Can family and friends watch people participate?

We have a viewing area where spectators can sit and wait for their family or friends, and the walls are also visible from our excellent café seating area.

## 17. What happens if I can't finish a wall or get stuck?

Our team of qualified instructors have the ability and equipment to come and rescue you and exit safely.

## 18. Is there anything else I can do at the Summit during my visit?

We are delighted to offer many more indoor activities at the Summit, including Skate and BMX Park, Ten Pin Bowling, Aerial Trek, and Adventure Play, as well as our excellent restaurant and bar.

We advise that any additional activities are pre-booked prior to arrival to avoid disappointment.

## 19. What happens in adverse weather conditions?

We are indoors, so whatever the weather this can be experienced at all times.

## 20. What is the cancellation policy?

Customers providing 24 hours' notice are able to transfer a booking to an alternative date and time at the same venue by contacting by phone or in person at the Summit Indoor Adventure.

Failure to provide 24 hours' notice will result in the full activity fee being forfeited. Transfers cannot be conducted online. All booking transfers are subject to availability.

If an activity is cancelled due to circumstances beyond our control, customers will be entitled to transfer their booking to an alternative day or time. Transfers cannot be conducted online. All booking transfers are subject to availability.

For parties, corporate, school or group bookings of more than 10 people a minimum of two weeks' notice is required to amend a booking, after this time you will not be able to reschedule your activity.

You are advised to arrive at least 30 minutes prior to your activity start time.

## 21. Do children need to be supervised?

Yes, an adult (over 18 years) must accompany children aged 15 years and under and accept responsibility for ensuring that any minors in his or her care complete the course in accordance with the specific safety rules and advise given by the instructors.





# Adventure Climb Frequently Asked Questions

Issue 1

Under no circumstances must children be left unsupervised, if such an incident occurs then these children will be removed from the course along with any accompanying adults, and in all cases NO refund will be offered.

## 22. Do participants need to sign a disclaimer?

All participants will need to sign a disclaimer before participating in the activity. Adults will also need to sign a disclaimer, accepting personal responsibility for supervising their own safety, and the safety of any children under 18 years in their care.

## 23. Are there any restrictions in relation to pregnancy?

Pregnant women are unable to participate in the activity, as due to the nature of the walls, and the obstacles involved, there are many associated risks.

## 24. Can I wear fancy dress?

We appreciate that some groups may choose to wear alternative attire, we do not object to this, and in fact, in many cases we embrace the individuality and fun that such costumes can bring. We do however, ask that you ensure that:

1. There is nothing dangling from the costume that might get caught on parts of the course.
2. Your outfit does not obstruct your sight.
3. Your midriff is covered so that you do not chafe on your skin.
4. Sensible shoes such as trainers or walking boots must be worn in all cases.

In any situation, if our team of instructors feel that you are wearing something which could be dangerous or cause an accident to you or others, they will ask you to change before starting the course, so please make sure you bring a change of clothes with you to avoid disappointment.

## 25. Can I bring my camera/ camcorder?

Yes, you can! However, for safety reasons we ask that all pictures/ videos are taken from outside the walls boundary. When you arrive, just ask the instructors to help you get the best pictures.

## 26. What if I have a pre-existing medical condition?

Our instructors are not medically qualified and will not stop you using the facility. However, common-sense should prevail, and every participant must sign a disclaimer to confirm that they are physically capable of participating.





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Issue 1

