



# Terms & Conditions

## Amendments and Cancellations

Full cancellation of a booking will be accepted with a full refund if made more than 14 days before the booking. If a cancellation is made within 14 days and up to 48 hours before a booking then 50% of the booking price will remain due and will not be refunded. Unfortunately, if a cancellation is made within 48 hours of the booking or a person or group do not turn up at the correct time as specified on the booking confirmation then all money for the booking will be due with no refund given. If you have any queries regarding a booking cancellation please give us a call on 01452 302351.

In the case of a party, changes to either food or party bag requirements will be accepted up to seven days prior to the party. If you do wish to add, remove or amend your food or party bag order please call reception on 01452 302351.

## Clothing/Jewellery Advice

We recommended that all participants wear lightweight, comfortable clothing, that jewellery and watches are removed and that all items are removed from pockets during activities.

Shoes should be clean and will be checked before any activities begin. You may be refused entry to activities if shoes are not clean (shoes are usually available to hire at Reception if required).

Loose hair must be tied back. All equipment is provided or available for hire.

## Security of Belongings

We recommend that you do not bring or leave valuables unattended at the centre, small lockers are available at The Warehouse but users of this facility do so at their own risk. The Warehouse Climbing Centre will not accept responsibility for any damages or losses to personal property.

## Facilities

The Warehouse reserves the right to close the facilities or part thereof for any period of time when required for route setting, tournaments, other activities or in connection with repairs, alteration or maintenance work.

The Warehouse Climbing Centre occasionally films and takes photographs of sessions for marketing and training purposes.

If you have any queries, please do not hesitate to call us on 01452 305351 or email [info@the-warehouse.co.uk](mailto:info@the-warehouse.co.uk)



## Conditions of Use - Climbing

**Risks: “The British Mountaineering Council recognises that climbing & mountaineering are activities with a danger of personal injury or death. Participants in these activities should be aware of & accept these risks & be responsible for their own actions & involvement.”**

Although The Warehouse 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 bolt-on holds can spin or break. The soft flooring under the bouldering walls is designed to provide a more comfortable landing for climbers falling or jumping from the bouldering wall - the soft flooring does not make climbing any safer. Broken & sprained limbs are common on this type of climbing wall despite the soft landing. Uncontrolled falls are likely to result in injuries to yourself or others. Climbing beyond your capabilities on any wall is likely to result in a fall. Any fall may result in an injury despite the safety systems in place to avoid it. You must make your own assessment of the risks whenever you climb.

### Our Duty of Care:

The rules of The Warehouse 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 & if you are not prepared to abide by them then our staff will politely ask you to leave.

### Your Duty of Care:

You have a duty of care to act responsibly towards the other users of The Warehouse. Statements of ‘Good Practice’ are posted around the centre adjacent to the relevant facilities. These describe the accepted methods of use & how customers would normally be expected to behave towards each other.

### Unsupervised Climbing:

Before you climb without supervision The Warehouse expects you to be competent in the use of a safety harness, a suitable knot to attach a rope to the harness & a belay device to secure a falling climber or lower a climber from the wall using a rope. You are required to register to say that you know how to use the equipment, that you are prepared to abide by the Rules & that you understand the risks involved in your participation. Anyone who has not registered is classed as a novice & must not climb without supervision. Unsupervised climbing is just that! Staff will provide help & advice, but instruction in the use of equipment or climbing techniques will only be provided where it has been booked & 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.

### 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. Groups of three or more novices must only be supervised by an instructor holding the relevant Mountain Leader Training Board qualification.

### Children:

All children under 18 at The Warehouse must be supervised by an adult unless they have been assessed by the management and registered for unsupervised climbing.



## Conditions of Use - Caving

Risk: Participants recognise that indoor caving is an activity with a risk of injury. Participants in this activity should be aware of the risks and be responsible for their own actions and involvement. Participants also recognise that the caving system has limited light, and is an enclosed environment with width and height restrictions.

The Cave is designed for participants 8 years and above (5 years and above are allowed if accompanied by a participating adult).

Guide ratios and child protection policy dictates that each guide can take a minimum of two children (under 16's) and a maximum of six people into the cave under their supervision. The Warehouse reserves the right to adjust the groups for ability, age and gender appropriate.

By entering The Cave, you accept these Terms and Conditions and acknowledge the following:

- Caving is a strenuous activity which may aggravate a medical condition you may have. You undertake this activity in the full knowledge that The Warehouse Climbing Centre can not take any responsibility for aggravating a previous condition that was not declared before entering The Cave and that you take full responsibility for your own health and wellbeing.
- Caving is not suitable for people with the following conditions; stress related heart conditions, back pain, obesity, epilepsy, claustrophobia, pregnancy. Please note this list is not exhaustive. If you do have a medical condition and are unsure if to take part in The Cave please seek advice from your medical practitioner.



# Code of Practice - Our Rules of Play

## General Safety:

- Report to reception on each visit before you begin your activities
- You must exercise care, common sense and self-preservation at all times. Be responsible and do not take risks beyond your capability
- Report any problems with the walls (loose holds etc), equipment or other climbers' behaviour to a member of staff immediately
- Be aware of the other climbers around you and how your actions will affect them
- Do not distract people while they are climbing or belaying
- Stand well back from the climbing walls unless you are belaying or spotting a climber. Never stand directly under someone who is climbing
- Only use sports style drinks bottles (no breakable or spillables)
- Running, play fighting or gymnastics are not allowed

## Top Rope Climbing:

- Many of the climbs in the centre have top ropes in place, do not take them down to use on other routes
- Do not use your own 'quick draws' to lead the top rope walls
- Tie-in with a re-threaded Figure of 8 knot with a stopper knot. Use same method to tie into a weight bag

## Lead Climbing:

- When using the lead walls you must supply your own appropriately rated dynamic rope. Do not use the centre's top ropes for lead climbing
- Running belay attachments (runners) are already provided at intervals on the lead walls so you do not need your own 'quick draws'. You must clip all the runners on the route you are climbing.

## When Belaying:

- Always use a belay device attached to your safety harness with a locking karabiner. 'Traditional', or 'body' belaying is not acceptable
- The attachment points (weight bags) on the Climbing floor are provided to give support to people belaying a climber who is much heavier than they are. Direct belays from the attachment points on the floor are not acceptable.
- Always pay attention to what the climber is doing
- Always stand as close to the base of the climbing wall as is practical unless you are using one of the attachment points on the floor. Sitting or lying down is not acceptable.

## When Climbing:

- The tall walls are designed to be climbed using a rope for protection. Solo climbing is not acceptable on these walls. Always use a rope to protect yourself on these climbs.
- Always use a safety harness to attach yourself to the rope
- Always tie the rope directly into the harness using a figure of 8 climbing knot. Clipping in with a karabiner is not acceptable.

## Bouldering:

- Remove all climbing hardware (helmets, harnesses etc)
- Always climb within your capabilities and descend by down climbing
- Never climb directly above or below another climber
- Do not stand or climb on top of the boulder or behind walls
- Under 14's must be supervised by an adult at all times

## Kids Zone Bouldering:

- Area must only be used by children under the age of 12 years old
- All children must be supervised by an adult at all times
- Remove all climbing hardware (helmets, harnesses etc)
- Do not use chalk in this area

**Remember we're here to help you have the best time - please just ask if you need any advice at all!**