



Code of Practice - Our Rules of Play

It is important that you understand this document. 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. There is inherent risk involved with climbing centres and associated activities. 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.

By signing this form, you are stating you understand that these risks cannot be completely removed. If you do not understand any of the terminology or content, please ask a member of our team to clarify.

Please note we reserve the right to vary these Terms & Conditions without notice during periods of extraordinary or unprecedented times, such as the COVID-19 pandemic.

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, equipment or other climbers' behaviour to a member of our staff immediately. This is particularly important with broken or spinning holds.
- 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.
- Only use sports style drinks bottles (no breakable or lidless).
- Running, play fighting or gymnastics are not allowed.
- If you have children, you must keep them under control and supervise them directly at all times and be close enough to affect or control your child's behaviour.
- Please make yourself aware of the location of the fire exits in the building and fire assembly points.

As a user of this climbing centre, you must be aware of and accept the following:

- You have to be aware of and adhere to the safety rules of The Warehouse at all times.
- You must do everything reasonable and practical to avoid endangering 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. You must make your own assessment of the risks whenever you climb.
- Participants must be aware and accept that climbing holds can spin or break.
- Volumes on the walls are designed to enhance the quality of climbing but you must be aware of and accept that when climbing above them there is an additional risk of falling onto them.
- Participants must understand that climbing while pregnant can increase the risk posed to mother and unborn child.
- Stand back from the climbing walls unless you are belaying or spotting a climber. Never stand, sit or walk directly under someone who is climbing.
- You take responsibility for adequately maintaining your equipment.
- Please empty your pockets and remove all jewellery before climbing.
- Always use a climbing harness to attach yourself to the rope tying the rope directly into the harness using a re-threaded Figure of 8 knot with a stopper. Use the same method to tie into a weight bag.
- It is your responsibility to vet your climbing partner's ability before they belay you.



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.

Lead Climbing:

- Lead climbing contains inherent risks, which are always present. Any lead climber fall can result in an injury and you must exercise great caution and preparation before you expose yourself to that risk. In top roping and leading, the greatest risk is presented by the belayer.

When Belaying:

- Always abide by good practice when belaying.
- To ensure your climbing partner's safety, always pay attention to what they are 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.
- Always use a belay device attached to your climbing harness with a locking carabiner as per manufacturers guidelines. 'Traditional', or 'body', belaying is not acceptable.
- The attachment points (weight bags) on the climbing floor are provided to support people belaying a climber who is much heavier than they are. Direct belays from the attachment points on the floor are not acceptable.

Bouldering:

The bouldering area is where most injuries occur within a climbing centre. **THE SOFT MATTING DOES NOT REMOVE THE RISK OF INJURY.** Injuries can still occur even after a controlled/planned jump but are more likely after an uncontrolled fall. You should always be doing your utmost to avoid the risk of uncontrolled falls. This includes paying attention to how you will land and always assessing the risk of each climb that you undertake.

- Whenever possible downclimb, or if this is not possible, use a controlled/planned jump.
- It is your responsibility to ensure that you can climb down or land safely; do not climb into a situation that you cannot safely get out of.
- 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 the walls.
- Under 14's must be supervised by an adult at all times.
- Always be aware of people climbing above and around you.

Auto Belays:

- You must complete an Autobelay induction at The Warehouse if you are using the auto belays without direct supervision from the team.
- The coloured triangles and warning mats on the ground around the auto belays are landing zones; be aware of descending climbers when standing within them.

Training Equipment:

- You use the training equipment at your own risk. If you are unsure how to safely use any item, please ask a member of our team.

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



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, email us on info@the-warehouse.co.uk
- 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 email us on info@the-warehouse.co.uk

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.
- Climbing shoes should be clean and will be checked before any activities begin. You may be refused entry to activities if shoes are not clean (climbing 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 when required for route setting, tournaments, other activities or in connection with repairs, alteration or maintenance work.
- The Warehouse occasionally films and takes photographs of sessions for marketing and training purposes, during these periods we make users aware and allow people to easily opt-out of participation.

If you have any queries, please do not hesitate to get in contact by calling us on 01452 305351 or by email on info@the-warehouse.co.uk



Conditions of Use - Climbing

All climbing and bouldering activities have a risk of serious injury or death. Participants must be aware of and accept that even if they follow all good practice there may still be the risk of accident and injury. It is the responsibility of the participant to adhere to the conditions of use.

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. Depending on the severity of the breach we may choose to suspend your access to the centre for a defined period, or in extreme cases permanently. No refunds or credits will be issued to you or any who have to leave with you (e.g. supervised children, climbing partner) because of a breach of the centre rules.

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.

Social Distancing & Hygiene:

- It is your responsibility as a user of the centre to ensure that you and anyone under your supervisions follow the social distancing requirements as prescribed by the Government, local authority or any other relevant regulatory body and The Warehouse. If the current rules at the Warehouse are more stringent than the mandatory guidelines, notices will be displayed in prominent positions.
- Likewise, it is your responsibility as a user of the centre to ensure that you and anyone under your supervision follow good hygiene practices whilst in the centre - especially with regard to handwashing.

Unsupervised Climbing:

- Before you can use the top ropes or lead walls without supervision The Warehouse expects you to be competent in the use of a climbing harness, a suitable knot to attach a rope to the harness, and a belay device to secure a falling climber or lower a climber from the wall using a rope.
- Before you can use the bouldering walls without supervision, you must be aware of safe usage of bouldering and know how to use the bouldering walls safely.
- You are required to register to say that you know how to top rope, lead, or boulder, that you are prepared to abide by the conditions of use of The Warehouse and that you understand the risks involved in your participation.
- Anyone who is not competent to climb unsupervised must be supervised by a competent person.

Supervised Climbing:

- An adult who has registered at The Warehouse and proved competency, may supervise up to two novice climbers, if 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 valid Mountain Training qualification and insurance or other relevant qualification.

Children:

- All children and young persons under the age of 18 attending The Warehouse must be supervised by an adult unless they have been assessed on capability by The Warehouse and registered for unsupervised climbing and bouldering.



Conditions of Use - Caving

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 eight years and above (five 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 cannot 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.