



Clip 'N Climb Portsmouth – Terms & Conditions

GENERAL TERMS AND CONDITIONS

Climbing is a hazardous activity that can lead to injury and any use of the Clip 'N Climb Portsmouth arena not in accordance with the supervisors' / clippers' instructions may also be hazardous and lead to injury. BH Live have taken every possible step to ensure that you have a completely safe and fun experience through the use of appropriate equipment and the employment of a trained team. BH Live and its staff (also herein referred to as "we") will endeavour to provide a service to you with reasonable care and skill. Your safety and enjoyment are our prime concern; we want to ensure that you achieve your objectives and have as much fun as possible in a safe environment.

In the absence of negligence or fraudulent misrepresentation by BH Live or its staff, neither BH Live nor its employees or agents shall accept any responsibility for the death, personal injury or illness sustained by any customer or guest while on Mountbatten Centre premises due to negligence on the part of participants.

All participants are required to sign a disclaimer agreeing to the Terms & Conditions **BEFORE** they can begin climbing in the arena, the purpose of which is to ensure that the risks inherent in the sport of climbing are acknowledged (the signature of a parent or guardian is required for any participants under the age of 16).

By booking, customers acknowledge and agree to the Terms & Conditions as part all booking processes. Customers will be directed and advised to read through the terms and conditions before booking. These full terms and conditions will be available in centre and online at www.bhliveactive.org.uk/clipnclimb. All customers will need to complete and sign a **disclaimer form** when they arrive at Reception which highlights and refers to these terms and conditions.

Fitness to participate

All sporting activities demand a degree of agility, strength and stamina. It is not the responsibility of BH Live to know whether or not a customer is medically fit and able to climb. It is the responsibility of the customer to confirm that he / she is so fit and able. We must be made aware of any past injuries that may affect your participation. Any customers choosing to take part when pregnant (which we advise against) must inform us of their pregnancy and proceed at their own risk. If you are in any doubt about your ability to participate, we advise you to speak to a member of BH Live Clip 'n Climb Portsmouth staff. By signing up to an activity you acknowledge the conditions and participation agreements; that you are in a fit state of health to participate and do not have a medical condition that may be triggered or aggravated by participating in activities in the climbing arena.



Booking Policies

Bookings must be made by those aged 18+.

In making any booking you are accepting all of BH Live's terms and conditions.

All bookings (climbing sessions, private hire, school bookings, parties and corporate events) must be paid before a session, otherwise you will not be allowed to participate.

All prices include a safety briefing, supply of climbing equipment and supervision in the arena.

General entry tickets give customers access to 7 wall challenges subject to availability.

A minimum age of 4+ applies at Clip 'N Climb Portsmouth. An adult MUST check in with any climber under 16 years old and remain onsite throughout the session. One parent or guardian must accompany for every to 3 climbers under 16 (some of which may not be their own children). In this event that adult is responsible for the group of climbers. We cannot allow non-climbers into the arena except by prior agreement or unless they have being trained at as a clippers offered at the instructor's discretion. Parents / guardians can watch from the balcony upstairs, outside the climbing arena or wait in The Terrace Café.

BH Live accepts no responsibility for any lost or stolen session receipts or food vouchers; Failure to produce a valid receipt on the day of your session means that full payment will be required to cover the cost of the session before you can access the climbing area or collect a pizza as part of the Climb 'N Dine offer.

Cancellations & Refunds

All sessions booked for Clip 'N Climb Portsmouth are non-refundable however booking amendments are available 24 hours prior to the session start time. To do this, the booking party must contact the Mountbatten customer service team on 02393 200401 during Mountbatten Leisure centre opening hours (please check our website for times) on visit the centre.

In the event of any no-shows (where a customer fails to turn up for a session and has given no advance warning), the customer's slot will be forfeited with absolutely no right of refund or reschedule.

For children's parties and school bookings, our cancellation policy allows customers to cancel (or amend) their booking up to 7 days before their booking start time. After this time, no refunds / transfers will be permitted. For all other types of bookings or venue hire, separate cancellation terms apply and this information will be provided during the enquiry stage and re-confirmed at time of booking. Paid deposits will not be refunded in the event of cancellation however can be transferred to a new date in the event of a booking amendment.



Cancellation or amendment by Clip 'n Climb Portsmouth

BH Live reserves the right to cancel or change a customer's booking at any time if there are an insufficient number of slots booked for the relevant session or if scheduled maintenance or training is required. BH Live will never implement this condition without giving the customer at least 24 hours' notice. In the event of a cancellation of your booking (as opposed to a re-scheduling of it) Clip 'N Climb Portsmouth will refund the full value of the booking to you but will not accept any additional costs incurred.

If for any reason BH Live is unable to provide the service promised for reasons beyond its reasonable control, we will endeavour to re-arrange your session. We will not, however, accept responsibility for any additional costs that may arise as a result of the situation being beyond our reasonable control.

Climbing Arena Policies

Customers are required to check in with Mountbatten reception staff prior to their session start time; this is to allow time to complete the check-in process and ensure that the group safety briefing can run to schedule with ALL session participants present.

We cannot allow non-climbers into the arena except by prior agreement.

Our standard 60-minute sessions can accommodate up to 10 people in the climbing arena. Standard sessions are split into 3 parts:

- 1) At the start of the session, a supervisor collects climbers from the reception area for their 10 minute introduction, safety briefing and harness fitting; any customers who have visited Clip 'N Climb Portsmouth before are still required to attend this part of the session.
- 2) Participants then have up to 45 minutes of climb time in the arena.
- 3) Instructors will then ask climbers to descend the walls and remove their harnesses within the last 5 minutes of the session.

Please be aware all timings are approximations.

We allow a mix of adult and junior climbers in the arena at the same time during standard sessions. The arena can be exclusively hired for groups of adults or groups of juniors upon request.

Clip 'N Climb Portsmouth reserves the right to change and update its climbing arena policies from time to time.

When climbing in the arena all participants must comply with instructions given by BH Live staff and any centre signage and comply with climber rules.

- No climbers permitted if under the ages of 4 years old
- Maximum climbing weight is 150kgs (330lbs)
- Glasses must be 'Secure'
- Long hair tied back
- No jewellery to be worn



- Do not wear loose clothing whilst climbing
- No heels, flip-flops or open toed shoes. All laces must be tied up.
- No chewing gum, food or drinks permitted in the climbing arena.
- Climbers must attend full safety briefing prior to climbing
- Climbers must follow staff instructions at all times
- All harnesses must be checked by a member of Clip 'n Climb Portsmouth Staff prior to climbing
- Safety clip must be secured before climbing
- Climbers must not hold or pull down on webbing
- Climbers must not swing during descent
- No running within the arena
- Climbers must not walk on articulated mats when they are lying on the floor
- Mobile phones or personal belongings must not be used or on your person whilst climbing.

Customer / Guest Property

Personal affect lockers are available to store items securely within the arena (you will need a £1 coin per locker); larger lockers are available within the site. All items are stored at your own risk.

Neither BH Live nor its employees or agents will accept any responsibility for loss, theft or damage to valuables or any personal possessions that belong to any customer or guest during their visit to the centre.

For lost property enquiries please contact Mountbatten Reception on 023 9320 0401. If your item is found, it will be held for a maximum period of one month after which time the item will be donated to charity if it remains unclaimed. BH Live accepts no responsibility for returning items to you, or for any items of lost property that remain unclaimed within this timeframe.

Marketing

BH Live Active will only send out information to customers via email or post about the centre, special offers and events to those who have signed up for marketing updates separately. To do this please visit: www.bhliveactive.org.uk

BH Live Active will always request consent prior to any photography and video footage being taking within Clip 'N Climb Portsmouth and Mountbatten Leisure Centre. All consenting participants will be required to complete a photo consent form before images/videos are taken or used for future marketing purposes. These are available direct from The Mountbatten Centre.

Please be aware centre usage terms and conditions apply for all Clip 'N Climb customers whilst within the centre.