

# CONDITIONS OF USE

## HIGHBALL CLIMBING CENTRE - NORWICH

### Introduction

The rules 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 the staff must politely ask you to leave.

### The 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 bolt-on holds can spin or break. 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.

### Your Duty of Care

**You also 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. These describe the accepted methods of use and how customers would normally be expected to behave towards each other.

### Unsupervised Climbing

**Roped Climbing:** Before you climb or belay without supervision the centre expects you to be competent in the use of a safety 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. You will also need to identify a number of errors from a series of images.

**Bouldering:** Before you boulder without supervision the centre expects you to be suitably competent in how to do so safely. You will be asked a series of questions about the risks of bouldering and safe practice.

Once you have demonstrated competence in either or both the above areas, you are required to register to say that you know how to use any relevant equipment, that you are prepared to abide by the Rules below and that you understand the risks involved in your participation.

**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. Anyone who has not registered as a competent climber or boulderer is classed as a ‘**Novice**’ and **must not** climb without supervision.

### Supervised Climbing

A competent adult climber (age 18+) who has registered at the centre may supervise up to **two** novice climbers (guests) as long as they are prepared to **take full responsibility for the safety of those people**.

**External Instructors:** Any form of supervision/instruction/coaching of individuals or groups for commercial gain is not permitted. Anyone suspected of doing so will be asked to leave.

### Media

**Photos and Videos:** We often create visual media of our customers for the sole use of Highball Ltd marketing and publicity. By being present on the premises you are consenting to the use of your images or video for commercial and editorial use, unless you notify us in writing.

**Email:** When you register, we ask you to supply some personal information so we can identify you. This is used in various ways, such as helping us to identify you in the future, your orders and your payment(s). We may use your email address to send you newsletters and messages about Highball related special offers, promotions and other correspondence and marketing, directly relating to the services we offer. If you no longer want to receive emails from us, just click the ‘unsubscribe’ link at the bottom of the email.

We will never sell, rent, or share your personal information with any third parties for any use without your permission.

# RULES OF USE

## HIGHBALL CLIMBING CENTRE - NORWICH

### General

- ◆ You must report to reception and check in each visit **before you climb**.
- ◆ You must exercise care, common sense and self preservation at all times.
- ◆ Remove all jewellery before climbing
- ◆ Report any problems with the walls, equipment or other climbers' behavior 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.
- ◆ Please dress in suitable clothing taking into account the other centre users. For example, the centre may be more popular with children and families at weekends so you may need to restrain the animal instinct to do a 'hulk'.
- ◆ Spectators visiting the centre must not enter the climbing areas.

### Climbing

#### General

- ◆ The tall 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 on these walls.
- ◆ Always use a safety harness to attach yourself to the rope.
- ◆ Always tie the rope directly into the harness using a suitable climbing knot. Clipping in with a karabiner is not acceptable.
- ◆ Many of the climbs in the centre have top ropes already in place. If you take one down to lead the route, please replace the rope afterwards.

#### 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 sandbags on the floor are provided to give support to people belaying a climber who is much heavier than they are. Direct belays from the sandbags are not acceptable.
- ◆ Always pay attention to what the climber is doing.
- ◆ Always stand as close to the climbing wall as is practical. Sitting or lying down are not acceptable.

### Bouldering (Climbing Without Ropes)

**THE SOFT FLOORING UNDER THE BOULDERING WALL DOES NOT MAKE THE CLIMBING ANY SAFER.** Broken and 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.**

- ◆ Jumping down or falling off any of the bouldering walls may result in serious injury – you are strongly advised to climb down and step off the wall whenever possible.
- ◆ Never climb directly above or below another climber or walk directly below anyone who is climbing.
- ◆ All boulder problems finish by 'matching' on the last hold. Do not hold on to the top of the wall.
- ◆ Holds may spin – please inform a crew member immediately should you discover once when climbing.
- ◆ Please do not 'mess about' on the mats.
- ◆ Climbing harnesses and hardware must not be worn in the bouldering areas.
- ◆ No food, drink or outdoor shoes on the mat.
- ◆ Do not leave hard objects e.g cameras, phones, or drinks bottles etc on the mat – these can and will exacerbate or cause injuries

# SUPERVISING CHILDREN & ADULTS

## IMPORTANT INFORMATION FOR THOSE SUPERVISING OTHERS

**TO PREVENT CERTAIN INJURY, PLEASE REMEMBER THIS IS AN ADULT TRAINING FACILITY. CHILDREN AND NOVICE ADULT CLIMBERS MUST BE CLOSELY SUPERVISED AT ALL TIMES**

### OUR DEFINITION OF CLOSE SUPERVISION

Close Supervision means in full view and within close proximity; close enough to protect, to support and spot, should the child or adult feel unsafe or worse, fall. As the 'Competent Climber', you must use your experience to keep the climber safe.

### 'ONE ON THE WALL'

An adult can supervise one child under 8, or two children/adults aged 8 and over. HOWEVER, it is not physically possible for one adult to safely supervise two others who are climbing at the same time. It is also not possible for an adult to safely supervise someone else whilst they are climbing themselves. For this reason, Highball promotes a '**one on the wall**' policy – a common sense approach to safe climbing.

### YOUR DUTY OF CARE

By signing in a guest, you are accepting responsibility for their safety when in the centre. You have a duty of care to your guest/s and must educate, promote and exercise best practice at all times. In particular:

- Emphasise the Risks of Climbing and the Dangers associated with the sport
- Use the facilities in line with the Conditions of Use and Rules of Use
- Ensure they climb well within their ability; choose suitable routes & problems
- Be aware of other climbers and keep your guest close and out of harms way
- Do not allow guests to run around on or 'play' on the soft mat.
- When roped climbing, guests can not belay unsupervised

### ...AND WHEN BOULDERING:

- Explain why the soft matting does not make bouldering safe
- Emphasise that **CLIMBING DOWN AND STEPPING OFF** is the safest way to descend a bouldering wall
- Be aware that for some, climbing down can be just as difficult as climbing up!
- Particular care must be taken around overhangs, arêtes and when turning corners; other climbers may suddenly swing away from the bouldering wall or fall from height!
- Think about how high you allow guests to climb and the additional risks involved - consider alternative, lower 'finishing holds'.

**REMEMBER - CLIMBING HOLDS MAY SPIN OR BREAK**