

## CONDITIONS OF USE

### HIGHBALL CLIMBING CENTRE - NORWICH

#### THE RISKS

##### THE BRITISH MOUNTAINEERING COUNCIL'S (THE BMC) PARTICIPATION STATEMENT:

*"The BMC 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."*

Whilst an indoor climbing centre is an artificial climbing environment, the risks involved are **no less serious than when climbing outside** on a rock face or mountain. The soft floor around the climbing and bouldering walls do not make the activities safe; there is also the additional risk that climbing holds can spin or break.

#### OUR DUTY OF CARE

The **conditions of use and rules** of the climbing centre **are not** intended to limit your enjoyment of the facilities. They are part of the **duty of care** that we owe to you, the customer, by law. They are **not negotiable** and you are expected to abide by them whether you have read them or not.

#### YOUR DUTY OF CARE

You **also have a duty of care** to yourself and those climbing around you to act responsibly and climb safely at all times. Climbing **beyond your capabilities** on any wall is likely to result in a **fall**. Any slip, jump or fall may result in an **injury** to you or others around you, despite the safety systems in place to avoid it.

The Rules of Use and statements of 'Good Practice' are on display throughout the centre; take the time to read them before you climb. You must make your **own assessment of the risks** whenever you climb and extend this to any guests under your supervision.

#### UNSUPERVISED CLIMBING

The Health and Safety Executive states 'competence can be described as the combination of training, skills, experience and knowledge that a person has and their ability to apply them to perform a task safely.'

To use our facilities **unsupervised** you will need to declare your competence in the activity to a member of the team. This may require a demonstration through answering a series of questions or a practical assessment. Only competent climbers/boulderers can register to climb unsupervised. If you are not a competent climber or boulderer, you can register as a 'novice climber' who can only climb under supervision of a competent adult (see below).

**Unsupervised climbing is just that!** Staff can provide help and advice, 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 **competent** in the use of any climbing equipment or technique then **do not** attempt to use it without the supervision of someone who is suitably qualified, either through personal experience or a professional qualification.

#### SUPERVISED CLIMBING (GUESTS)

A competent adult climber or boulderer (age 18+) who has completed appropriate registration may supervise up to **two** 'Novice Climbers' (guests) as long as they are prepared to **take full responsibility for the education and safety of those people** whilst in the centre. Groups of three or more must only be supervised by an instructor holding the relevant qualifications.

**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.

#### CHILDREN

All children must be **closely supervised** when in the centre - whether climbing or not - unless they have been assessed by a manager and registered for unsupervised climbing.

#### SPECTATORS

Spectators are welcome in the centre and are free to use the cafe and seating areas, however, they are not permitted to enter the main climbing areas. 'Visitor' vests must be worn when observing specific sessions and during busy periods we may limit the number of spectators

#### MEDIA

**Photos and Videos:** We often create visual media for use by Highball Ltd for 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 and record your purchases and payment(s). We may use your email address to send you newsletters and messages about Highball related special offers, promotions and other correspondence, directly relating to the services we offer. You can unsubscribe at any time.

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

#### LIABILITY

Highball Ltd accepts no responsibility or liability for any loss, damage or injury to any person or personal property whilst using our facilities and the surrounding car park and grass areas. Climbing can be dangerous; if you choose to participate or allow your child to participate, you are accepting full responsibility for that voluntary decision.

Any personal property being used or left at Highball Climbing Centre is entirely at customer's own risk.