



# Abseil FAQs

## Are there Restrictions or minimum age requirements to enter the event?

- There is a requirement that all participants are above 1.4m tall and the age of 10 or above. If we suspect that a participant is below this height or age, then proof will be required before they can participate.
- There is a maximum weight limit of 18 Stone or 115 kg.
- Ahead of the abseil, **please remove all jewellery**. Wedding rings may be taped, but this needs doing prior to the event with fabric tape and will be at your own risk.
- All long hair is to be tied back where possible into a low ponytail to aid the fitting of helmets.
- Personal climbing equipment is not permitted. We will have qualified instructors on site with all the kit you require.
- Access to the platform is restricted and participants will be expected to climb obstacles for access.
- Any person wishing to participate, but has an injury, illness or issue with mobility, must contact Rockyventures in advance to discuss. So every effort can be made to make the activity accessible for all people wishing to participate. You can contact Brian on: [brian@rockyventures.co.uk](mailto:brian@rockyventures.co.uk)
- Participating in the Abseil will be subject to the PPE (Harnesses and Helmets) fitting correctly.

## Delays & the weather:

- Delays should be expected when the weather deteriorates to a point where access to the roof is not safe for participants or our volunteers. This is to include extreme high or low temperatures, snow, hail, thunder & lightning. Light rain is permitted but will be monitored.
- If there is inclement weather, in the week leading to the abseil and on the day, we will cancel the event and rebook it for one of the alternative dates given on sign up, to avoid disappointment, please ensure you can make these dates.

- We understand that for some people, an abseil can be a nerve-racking experience, so we fully appreciate that the event may be delayed whilst we calm those participants down.

Should either of the above delays happen please be patient and we will get the event back on track as soon as we can.

#### **What can I bring into the event?**

- Please wear appropriate clothing for the weather on the day and be aware that whilst waiting on the abseil platform you will be exposed to further extreme elements. It will be cold, so wear appropriate layers.
- **Only gripped trainers or laced walking boots will be permitted on the abseil platform.** Trainers without a grip will make you slip down the wall during the abseil, which isn't the enjoyable experience we would like you to have! Any other footwear or bare feet will not be accepted. If you're unsure, please check with the team in the week before the abseil.

#### **What's the refund policy?**

- We have a strict no refund policy. You can transfer your place to someone else if you are unable to attend and this will be at a cost of £5.00.

#### **Do I have to bring my printed ticket to the event?**

- Please bring with you a copy of the receipt you received when you paid for your abseil, this is proof of purchase and confirms your abseil time slot.
- The participant named on the registration ticket, needs to be the participant taking part. On registration you will receive a consent form to sign. Under 18's will require a responsible adult to sign.
- Please arrive for the registration time allocated on your ticket. Late arrivals will not be allowed to participate as the groups are at a maximum of 10 people. Spectators will not be allowed within the abseil platform, but can view from the area below the abseil.

