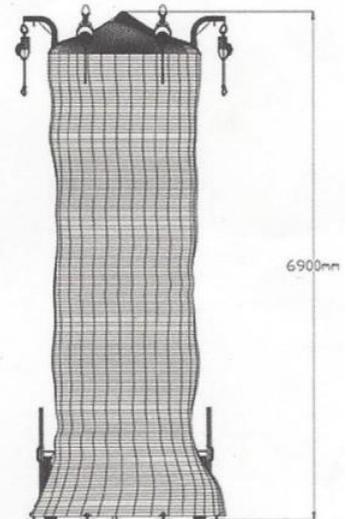
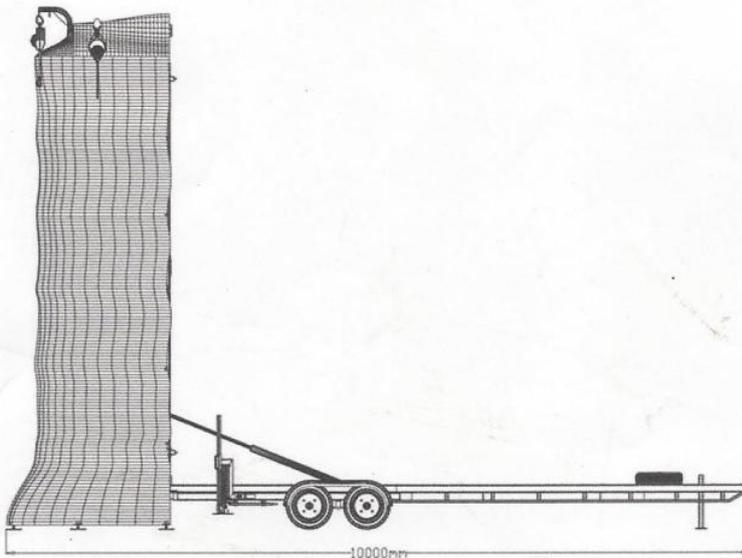
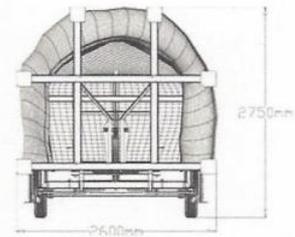
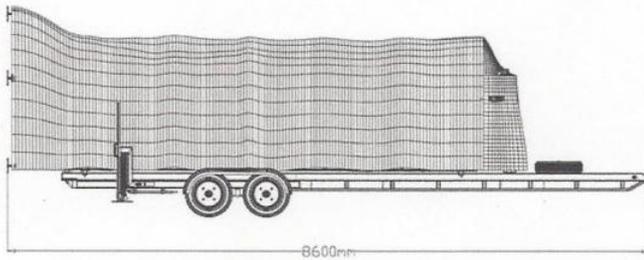
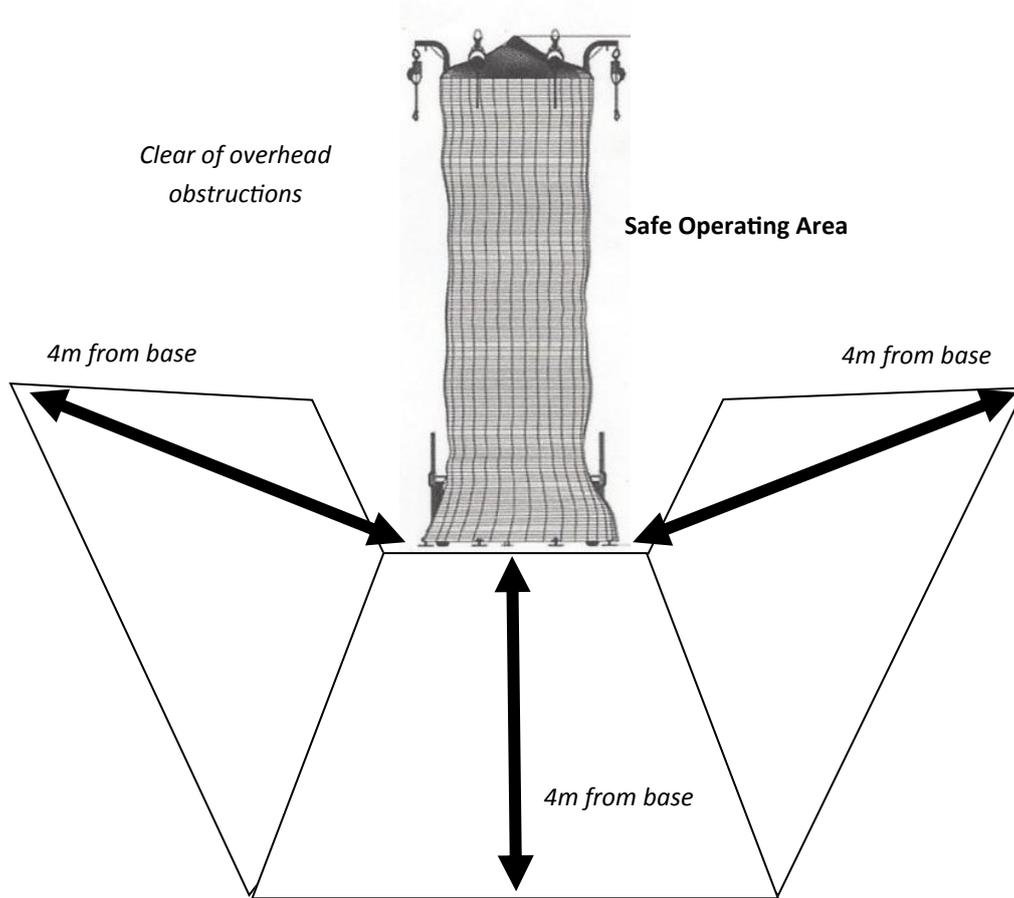


# Climbing Wall Dimensions and Operating Area



## Climbing Wall Frequently Asked Questions

What is included in the standard package?

*Our package includes hire of the climbing wall, two instructors to operate the wall, safety equipment (harnesses, helmets, rope and metalwork) and delivery (within Wokingham Borough).*

What if I need to cancel?

*Cancellations by the Customer must be made in writing and the following refunds will be available: If you cancel up to eight weeks before the hire time, a full refund will be given. If you cancel between eight and four weeks before the hire time, a 50% refund will be given. If you cancel less than four weeks before the hire time, no refund will be given.*

What if there is bad weather on the day?

*We may stop the activity if there are strong winds or electrical storms. As these events are out of our control, we won't give you any refund. However we will try and rearrange the hire to another day or part of the same day.*

How long does the wall take to set up?

*This can vary, but usually takes between 30 minutes to an hour.*

What space does it need?

*The wall needs a relatively flat area of hard standing or solid grass, with 4m clear from the climbing faces. The area also needs to be clear of overhead obstructions such as trees or cables. The dimensions of the wall are overleaf.*

Who can use the wall?

*Anyone over the age of four can use the wall, as long as they fit in our harnesses and helmets.*

How many people can be on the wall at one time?

*Two instructors can operate two top rope lines and two auto-belay lines, so a total of four people at a time. We usually run 15 minute sessions with each climber getting 5 minutes of climbing.*

How do you make it accessible?

*Our unique hoist system allows us to include all participants regardless of their ability. To operate this system, we do need additional instructors which cost extra.*

What information do you take from participants?

*To meet our licensing and regulatory responsibilities, we take the names and contact details of all participants. Children need to have parental consent before taking part in the activity.*

Do you have a risk assessment?

*Our risk benefit analysis is available on request.*

Are you insured?

*We hold full public liability insurance with at least £5 million cover. We can provide a copy of our insurance certificate on request.*



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