

# Terms and Conditions



## **1. Important Information Before You Book**

### **1a. Before taking part in any adventurous activity at Adventure Parc Snowdonia you agree that:**

Adventurous outdoor activities such as surfing, climbing, etc. are physical and demanding sports which obviously have inherent hazards associated with them. We take all necessary precautions to try to ensure the safety of all participants at all times.

Each participant should familiarise themselves with the hazards and try and minimise these as much as possible by complying with Adventure Parc Snowdonia's pre-activity brief and activity rules.

Furthermore, it is understood and agreed that individuals participate at their own risk. If you are unsure of your physical fitness required to participate in an activity at Adventure Parc Snowdonia, we recommend that you seek independent medical advice.

### **1b. General Conditions of Service Applicable to All Sessions**

Whilst every reasonable attempt will be made to deliver surfing and activity sessions, Adventure Parc Snowdonia reserves the right to cancel or modify any session due to safety considerations and factors beyond our control.

As part of the continual review of safety and associated considerations, the conditions of booking are subject to change, clarification and modification at any time. Only the Senior Management Team or his/her Appointed Deputy is empowered to vary or waive any of the conditions of booking. Such decisions are totally at the discretion of the Senior Management Team or the Appointed Deputy.

### **1c. Wave Production**

There is always the possibility of the waves being turned off at short notice e.g. following a mechanical breakdown or extreme adverse weather. Participants must therefore check on the most up-to-date information regarding operations before travelling. This can be done by calling our Guest Services team.

**In the event of failure to deliver by Adventure Parc Snowdonia any activity, a full or partial refund using the original method of payment or rearrangement of the session will be made. Adventure Parc Snowdonia does not accept any responsibility for any consequential losses or out of pocket expenses or costs incurred as a result of cancellation. If traveling from afar we recommend all participants to have in place valid travel insurance before the date of departure.**

We will not refund any land based activities or glamping accommodation in the event that wave production is cancelled. We will not refund your lagoon based activities or glamping in the event that your land based activity is cancelled.

### **1d. Weather**

Should we need to cancel your booked session because of adverse weather you will have the option to either change your activity to another activity not affected by weather, or you can reschedule for another date within twelve calendar months of the original booked activity.

Weight limits may vary on the Zip Line and Free Falls considering the weather conditions on the day.

### **1e. Health and Safety Considerations**

Due to the strenuous nature of activities on offer at Adventure Parc Snowdonia, all participants must be physically able. Anyone with a medical condition or injury which may impede their ability to take part in the following: surfing, climbing, caving, zip lining or any other activities we provide, should consult their medical practitioner to assess their ability to participate before making a booking.

Adventure Parc Snowdonia does not permit pregnant women to participate. If this rule is not adhered to Adventure Parc Snowdonia take no responsibility whatsoever and the participant accepts they do so at their own risk.

## **1f. Water Quality**

The water that fills our lagoon usually comes via our neighbouring hydroelectricity power plant, which in turn draws its water from the natural lakes and reservoirs in the Carneddau mountains above us. From time to time, the hydro power plant must carry out essential maintenance on the large pipes coming down the hillside, and our usual water supply becomes unavailable. During these occasional pipe maintenance periods we will make any necessary lagoon top ups by drawing water from the River Conwy canal. This canal water is pumped through our UV disinfection and particulate filtration system before it is added to our lagoon. In order to minimise our impact on the environment, the water in our lagoon is not chemically treated. Every 28 hours the entire volume of water in the lagoon is pumped through our disinfection and filtration system. Our water quality is tested by an independent laboratory on a 3 weekly basis to ensure it meets the high standards we require, and which are closely regulated.

To minimise the risk of illness for all users, surfers and other guests are required to shower before they surf to cover any cuts before entering the water, and to shower afterwards. If you have recently been ill with diarrhoea, it is important to wait at least two weeks after symptoms have ceased before using the lagoon. Surfers and other guests should note that whilst every effort is made to make sure our lagoon water is as clean as possible, it is not classified as drinking water. For this reason, we advise all lagoon users to avoid drinking or swallowing lagoon water where possible.

### **All Activities**

1. Pre-Booked participants must remain the same throughout the session. Places are non-transferable once the session has started.
2. Adventure Parc Snowdonia operates a policy of inclusivity; if you or your group have any specific requirements, we recommend that you contact the parc in advance to enquire about what we could offer.
3. Due to the nature of activities run by Adventure Parc Snowdonia activity participants must arrive 45 minutes before the session start time to check in and attend a comprehensive safety briefing, failure to do so will result in you being unable to participate in this activity.

### **Surfing**

1. All surfing participants must be able to swim and be confident swimming in open water for 50 metres. For any participant under the age of 18 years old, a parent/guardian or another adult over the age of 18 authorised by the parent/guardian will be required to agree to their participation in activity sessions (they will be required to sign agreeing to these terms and conditions on behalf of the participant who is under 18 years old on the day).
2. Wetsuit boots are mandatory for all participants on the beginner wave. We recommend that participants on the intermediate 1, intermediate 2 and Advanced wave also wear wetsuit boots. Helmets and buoyancy aids are available on request at the Surf Academy.

### **Responsibility for Children**

#### **Waves**

3. All surfing participants under 8 years of age must be accompanied in the water by an adult over the age of 18. Unattended children under the age of 8 will not be allowed to take part in surfing activities.

Children remain the responsibility of their parents or guardians at all times. It is important that parents always know where their children are, and the times that activities start and finish.

### **Supervision Requirements of Children – Surfing**

- Little Rippers Lessons – Ages 5-7 must have one adult over 18 years per child in the water.
- Groms Lessons – Ages 8-12 must have one adult over 18 years supervising from lagoon side or in the water.
- Beginner Lessons – Ages 8-12 must have one adult over 18 years supervising from lagoon side or in the water.
- Wave Sessions – Ages 8-12 must have one adult over 18 years supervising from lagoon side or in the water.

*NB - The above is a minimum requirement. It is down to the parent or legal guardian to make a judgement on the ability of a child taking part in lagoon activities.*

4. Due to the nature of surfing, ALL participants must arrive 45 minutes before the session start time to attend a comprehensive safety briefing, failure to do so will result in you being unable to participate in this activity.

5. Due to health and safety considerations, only surfboards and body boards are permitted on the surf lagoon, with the exception of stand up paddle boards (SUPs). These are only permitted on the advanced wave. Surf kayaks, kayaks, canoes or boats of any kind are not permitted on the surf lagoon
6. You are strongly advised not to wear spectacles of any kind on the surf lagoon. If you choose to wear spectacles you must accept that injury may occur and accept full responsibility for any such injury. Participants may wear contact lenses, or prescription goggles.

### **Adrenaline Indoors**

#### **Important Activity Restrictions and Child Supervision Requirements For Adrenaline Indoors**

It is down to the parent or legal guardian to make a judgement on the ability of a child taking part in any activities. Children remain the responsibility of their parents or guardians at all times. It is important that parents always know where their children are, and the times that activities start and finish.

### **Zipline & Freefalls**

If you are unsure about your physical or mental ability to partake in this activity, please consult your doctor.

- Weight: min 40kg / max 110kg • Height: min 1.2m / max 2m
- Participants aged 10-17 require one paying participating adult per group (max group size is 8 x 10–17-year olds)

### **Indoor Adventure Climb**

If you are unsure about your physical or mental ability to partake in this activity, please consult your doctor.

- Weight: min 15kg / max 120kg
- Ages 5- 9 requires one non participating adult for every four children to stay in the climbing area
- Participants aged 10-17 require one supervising adult onsite at all times

### **Outdoor Adventure Climb**

If you are unsure about your physical or mental ability to partake in this activity, please consult your doctor.

- Weight: max 120kg
- Height: min 1.2m
- Minimum Age 10 Years
- Participants aged 10-17 years require one spectating adult per group (max group size is eight x 10–17- year olds)

### **Indoor High Ropes**

If you are unsure about your physical or mental ability to partake in this activity, please consult your doctor.

Pacemakers – the equipment used on this adventure is not suitable for people with a pacemaker

- Weight: max 120kg
- Height: min 1.2m / max 2m
- Reach: min 1.8m without shoes
- Min age - 10 years
- Participants aged 10-17 years require one paying participating adult per group (max group size is eight x 10–17- year-olds)

### **Ninja Assault and Extreme Slides**

If you are unsure about your physical or mental ability to partake in this activity, please consult your doctor.

- Weight: max 120kg
- Minimum Age 5 years
- Children aged 5-9 will not be allowed on the 5.5m and 6.5m jump platform, kicker or drop slide
- Participants aged 5-9 years require one paying **participating adult** per booking (max booking size is 5 x 5-9 year olds)
- Ages 10-17 years and under require **one non-participating** adult per booking onsite at all times

## **Indoor Caving**

If you are unsure about your physical or mental ability to partake in this activity, please consult your doctor.

- Height: may be uncomfortable for anyone over 195cm
- Size: As a rough max size guide – chest 110cm, shoulder 50cm, waist 105cm
- Participants aged 5-9 years require one paying participating adult per booking (max booking size is four x 5- 9 year olds)
- Ages 10-17 years and under require one non-participating adult per booking onsite at all times

## **Clothing Rules for all Adrenaline Indoors**

- We recommend long sleeved tops are worn
- Clean, closed-toe, flat shoes. No high heels, walking boots or flip flops will be allowed.
- Long hair must be tied back for your personal safety
- We recommend jewellery is removed for your personal safety. If jewellery cannot be removed, we may need to tape/secure this in place before participating.
- No personal belongings, including mobiles, cameras, watches and Go Pros
- No scarves or head scarves
- No valuables in pockets
- Trousers must be worn. No skirts or dresses. Close-fitting trousers must be worn on the Adventure Climb course.
- Glasses may be worn under goggles (Zip Line)
- Adequate clothing for temperature conditions should be worn

## **Adrenaline Indoors Rules**

- No food, sharp objects or glass bottles are permitted on the activity floor.
- Customers must follow important safety instructions contained in the pre activity brief video and from Adventure Parc Snowdonia instructors at all times.
- Customers are not permitted to remove personal protective equipment themselves. If you need to remove your issued personal protective equipment, please seek assistance from an instructor.
- Behaviour will be monitored at all times. If you are disruptive in any way, deliberately ignore safety instructions or you're suspected of being under the influence of alcohol or drugs, we reserve the right to remove you from the activity. No refund or compensation will be given.
- You will be asked for your weight and height prior to commencing the activity. If you don't meet minimum weight and/or height limits you won't be permitted to take part.
- Report all accidents to a member of Adventure Parc Snowdonia staff so that we can provide necessary assistance.
- All damages to Adventure Parc Snowdonia property either accidental or deliberate must be reported to a member of Adventure Parc Snowdonia staff.
- On each slide on the Aerial Assault course ensure you only go down the slide upon the green light being shown or being advised to go by an instructor. Do not go down a slide if the red light is showing.

## **Soft Play**

To help us ensure that all children have a fun and safe experience in our Soft Play, we have set out the following terms and conditions

- All children must be accompanied by a responsible adult over 18 years at all times. Adventure Parc Snowdonia does not accept responsibility for the supervision of children.
- Only children aged 7 and under are allowed in the soft play area.
- Fighting or bullying will not be tolerated. Guilty parties will be asked to leave.
- Please remove shoes before entering the play area. Socks must be worn at all times.
- Make sure children are appropriately dressed for the soft play.
- Sharp objects, glass bottles and food are strictly prohibited from the play area.
- Children who are unwell should not enter the play area.
- Report all accidents to a member of Adventure Parc Snowdonia staff so that we can provide necessary assistance.
- All damages to Adventure Parc Snowdonia property either accidental or deliberate must be reported to a member of Adventure Parc Snowdonia staff.

## **Responsibility of children (Glamping Accommodation)**

There must be one responsible adult over the age of 18 in each party staying in the glamping accommodation, who is responsible for the supervision of all members of your party under the age of 18.

### **Accommodation**

BBQs and gas-powered cooking apparatus are not permitted to be used in the glamping accommodation or surrounding area. This is for your safety and of those in surrounding accommodation.

Please note that a member of the maintenance team may need access to your glamping pod during your stay to carry out any necessary maintenance, for example changing batteries on the SALTO locks.

Please note that bedding is not included with your glamping accommodation and you will need to provide your own.

### **Off-Site Adventure Activities**

Some of the adventure activities we offer take place off-site and may be delivered by a specialist third party activity provider. If your activity is provided by a third party, Adventure Parc Snowdonia accepts no responsibility for any loss or injury resulting from any persons' involvement in these activities. You will be required to complete an acceptance of risk form prior to the start of any activity by the activity provider and asked to confirm that you are fit and able to take part in the activity that you have booked.

## ***2. Making a Booking***

**2a.** Where possible, we recommend that you book in advance to avoid disappointment. You can book your glamping accommodation, Surf Snowdonia and Adrenaline Indoors activities through the website [www.adventureparcsurfsnowdonia.com](http://www.adventureparcsurfsnowdonia.com) or by phoning our bookings line on 01492 353 123.

### ***2b. Pricing***

Pricing varies by product and are subject to change without prior warning.

### ***2c. Payment***

We accept payment by all major credit and debit cards. We also accept payment by Adventure Parc Snowdonia official vouchers.

Bookings of up to and including nine participants will need to be paid in full at the time of booking.

Bookings of 10 or more participants can secure their booking with a non-refundable deposit of 50%. The remaining balance will be due 28 calendar days before your booked activity date. Please note you will need to call our bookings team to make use of this offer. Failure to pay the remaining balance will result in your booking being cancelled and the loss of your deposit.

### ***2d. Confirmation / Before You Arrive***

Once you have booked your activities you will be sent a confirmation email. We ask that you carefully check the details of the confirmation email and contact us within 24 hours if anything appears incorrect.

Your confirmation email may contain a link to the pre-activity safety video, but will include a link to the Acknowledgment of Risk and other important information about your visit.

All participants must fill out an Acknowledgement of Risk. This will be valid for 12 months. You will be required to resign the Acknowledgement of Risk when it expires after 12 months or if we make any amendments to it. Parents and legal guardians must sign on behalf of children under the age of 18. You will not be allowed to participate in any activity without signing the Acknowledgement of Risk.

You declare that as lead booker you have consent from the parents or legal guardians of all participants under 18 years of age named below. You also agree that you take full responsibility for all participants under 18 years of age named below.

### **3. During Your Visit**

**3a.** On arrival, please make your way to the correct building for your activity, Surf Snowdonia or Adrenaline Indoors. If you haven't done so prior to your arrival, you will be asked to sign an Acknowledgement of Risk confirming your ability to participate.

#### **3b. Acceptable Conduct**

As a family destination, we want to create a fun, safe, family friendly environment for our customers to enjoy. Excessively noisy, offensive or disruptive behaviour is unacceptable, and you may be asked to leave without refund or compensation.

If your actions or behaviour put other facility users in danger, you will be asked to leave without compensation or refund.

Activity participants will not be permitted to consume alcohol or drugs prior to or during the session. Adventure Parc Snowdonia staff reserve the right to refuse participation to anyone considered to be under the influence of alcohol or drugs.

Adventure Parc Snowdonia may require any participant to leave an activity session if that person acts in any such manner as to endanger him/herself or any other Adventure Parc Snowdonia user or member of staff.

#### **3c. Equipment and Clothing**

For safety reasons, participants of all activities must wear any safety equipment / personal protective equipment that is provided to them. A suitable wetsuit and equipment is advised to be worn for all water-based sessions; participants may wear their own wetsuits, we advise these to be long legged and long armed. Surfers on the beginner wave must wear a suitable wetsuit.

You must wear the correct rash vest provided by Adventure Parc Snowdonia for your level of surfing at all times when in the lagoon. This includes all third parties using the lagoon for competitions and/or filming promotional material.

Wetsuit boots are mandatory for all participants on the beginner wave. We recommend that participants on the intermediate 1, intermediate 2 and advanced wave also wear wetsuit boots. Helmets and buoyancy aids are available on request at the Surf Academy.

Damage to or loss of centre equipment caused by negligence, malicious acts or carelessness must be paid for at the time at current replacement value. Participants taking part in water-based activities should bring swimwear and a towel.

Locker hire is £2 per locker for the day.

#### **3d. Parking and Use of Vehicles**

Parking is available onsite. Disabled parking spaces are also available in the main car park.

Vehicles are parked at the owners' risk. We take no responsibility for damage caused to any vehicle using the car park and no guarantee is given as to the security of visitors' vehicles in the car park or any contents kept in vehicles.

Overnight use of motor homes, camper vans, caravans or any other vehicle of a similar nature are not permitted unless agreed in advance.

Care is to be taken when driving around the site and speed limits must be adhered to.

#### **3e. Medical Assistance**

We have first aid facilities in the Surf Academy and Adrenaline Indoors building, please ask a member of staff if you require any first aid. The nearest GP is in Llanrwst, and the nearest Accident and Emergency unit is Ysbyty Gwynedd.

#### **3f. Smoking**

Smoking (including e-cigarettes) is not permitted in any part of any building in the grounds of Adventure Parc Snowdonia, this includes the glamping accommodation and amenity building. Smoking is permitted in the allocated smoking area close to the main reception area.

Smoking within the woodland glamping accommodation area is strictly prohibited.

### **3g. Dogs**

Dogs are permitted to stay in the designated 'dog friendly' glamping pods only, and an additional surcharge will apply. Dogs must be kept on leads at all times and owners take responsibility for clearing up any dog mess. Owners who are found not clearing up after their dog will be requested to leave the premises and no refund will be provided.

Dogs are not allowed in the Surf Academy. Dogs are permitted in the reception area of the HUB building but not past the blue barriers.

Management reserves the right to ask owners of disruptive dogs to leave the site, without a refund or compensation. We also reserve the right to contact any relevant authority to make and be responsible for any decision in relation to any animals that are left unsupervised or that are found to be in distress.

Guide dogs are allowed.

### **3h. Paying for Damage**

Breakages and damages to Adventure Parc Snowdonia property require immediate payment which will be charged to the card that payment for bookings was made with.

### **3i. Liability and Insurance**

Adventure Parc Snowdonia holds public liability cover.

The Management accepts no responsibility whatsoever for any loss or injury resulting from any persons' involvement in any activity participated in at Adventure Parc Snowdonia except where injury is caused by the negligence of Adventure Parc Snowdonia or its employees, servants or agents.

Adventure Parc Snowdonia is under no liability whatsoever in respect of loss or damage to property, however caused, whilst you're at Adventure Parc Snowdonia. Adventure Parc Snowdonia is not responsible for any repairs or replacements of boards/equipment which may be needed from damage caused during your session on the water.

Adventure Parc Snowdonia accepts no responsibility for any loss or injury resulting from any persons' involvement in activities delivered off-site by third party activity providers.

If traveling from afar we highly recommend that you take out personal travel insurance to cover any consequential losses due to any unforeseen damage to property or cancellation of sessions.

### **3j. Licensed Premises**

Adventure Parc Snowdonia is licensed to sell alcohol and strictly enforces a Challenge 25 policy. If you are lucky enough to look under 25 we will ask you for a valid form of photo ID. If you fail to produce a valid form of photo ID, you will be refused bar service.

## **4. Important Information**

### **4.a. Gift Vouchers**

- Gift vouchers can be used as full or part payment towards a booking.
- Gift vouchers cannot be exchanged for cash.
- Gift vouchers are non-refundable.
- Gift vouchers are available to use once only.
- Gift vouchers are valid for 12 months from the purchase date. Any remaining balance will be cancelled on expiry of the validity period and cannot be extended or redeemed after this date.
- Gift Vouchers cannot be used against food, beverages or retail.
- Gift vouchers cannot be used to purchase gift vouchers.
- Gift vouchers can be redeemed online at [www.adventureparcsnowdonia.com](http://www.adventureparcsnowdonia.com) or by calling our booking team on 01492 353123.
- Voucher change will be automatically issued to your account if you do not use the full balance in a single transaction
- Adventure Parc Snowdonia treats gift vouchers as cash and therefore will not accept liability for lost or stolen vouchers.
- Adventure Parc Snowdonia reserves the right to amend the terms and conditions of the gift vouchers at any time and to take appropriate action, including the cancellation of the voucher, at its discretion.

#### **4b. Photography and Drones**

You are permitted to take casual photographs within the site except for in the changing areas, toilets and showers. Any photographs shall be solely for private use and shall not be sold or used for any commercial or public purpose. By accepting these entry conditions, you acknowledge that Adventure Parc Snowdonia may on demand have access to photographs taken by you and request that certain photographs are deleted if they are deemed to invade the privacy of other visitors and/or staff. You also agree not to intentionally photograph any individual (other than family and friends) without that person's permission, and you must adhere to all photography restrictions in place whilst on site. From time-to-time Adventure Parc Snowdonia and/or other authorised parties carries out photography and/or video recording on site, which may feature guests. Copyright of these materials rests with Adventure Parc Snowdonia or such authorised party (as the case may be).

If you're lucky enough to be photographed whilst attending any of our events or adventures, your photograph may be used as promotional material on Adventure Parc Snowdonia's social media channels or on our website. If you'd prefer not to have your photo used for promotional reasons, please contact us to remove the image. No royalties or compensation will be paid in the event that your image is used by us.

You are not permitted to fly any drone aircraft within the grounds of Adventure Parc Snowdonia, with or without a license and insurance. Anyone caught flying a drone will be asked to leave.

Adventure Parc Snowdonia recognise the need to ensure the welfare and safety of all young people in surfing and adventurous activities. Whilst taking part in an activity, participants may be photographed by Adventure Parc Snowdonia or their approved agents. These images may be used for promotion of activities by Adventure Parc Snowdonia. If this is not acceptable, please contact Adventure Parc Snowdonia in advance of your booking. Your wishes will be respected. We will take all possible steps to ensure these images are used solely for the purpose they are intended. If you become aware that these images are being used inappropriately you should inform Adventure Parc Snowdonia immediately.

#### **4c. Refund and Cancellation Policy for all Surf, Pod and Adrenaline Indoors bookings**

- Bookings dates can be moved without penalty up to 7 days prior to activity date. NO refund will be available.
- Bookings changed or cancelled within 7 days, but not closer than 24hrs before activity date, will receive a voucher for 50% of the booking value. NO refund will be available.
- Cancellations or amendments cannot be made within 24 hours of the activity, no refund or vouchers will be available.
- Bookings that are missed, and groups/individuals who arrive late for any reason whatsoever will not be entitled to a refund or voucher for any part of the booking amount.

ENDS