

TREES ADVENTURE



TERMS & CONDITIONS

All participants and spectators must adhere to the below Terms and Conditions which apply to all Trees Adventure parks. It is your responsibility to ensure that all participants in your group meet these terms and conditions.

GENERAL TERMS:

- A. All participants must have a signed waiver and weigh less than 130kg to participate. Participants under 18 must have their parent sign on their behalf. The waiver form will be emailed with the booking confirmation email or can be found directly on the Trees Adventure website.
- B. The Trees Adventure Tree Top Obstacle Course ("Activity") may reach up to heights of 25m in the forest. Some risks include but are not limited to branch falls. Not all risks can be predicted and by participating you understand and accept there are inherent risks involved.
- C. Sessions run for 2.5-hours, with Check-In 15-minutes prior to your booking. See 'Climbing Terms' Part A for details.
- D. All pockets must be emptied prior to harnessing including:
 - a. Phone
 - b. Key
 - c. Wallet
 - d. With the exception to required medication as approved by Management.
- E. Limited size lockers are provided for small personal items. Trees Adventure will not take responsibility for any damage or loss of personal items or clothing as a result of attending the park.
- F. Participants are required to be dressed appropriately to participate:
 - a. Wear appropriate enclosed fitted footwear such as shoes appropriate for physical activity.
 - b. Long hair tied back
 - c. Waists covered
 - d. Remove or cover piercings.
 - e. Remove jewellery, such as watches, rings and large hoop styled or dangling earrings.
- G. Trees Adventure allows the use of cameras during the Activity, provided they are attached safely with a wrist strap or lanyard and are approved by Trees Adventure instructors. This includes GoPro's and other action cameras. They must be safely attached to the participant using appropriate mounts and approved by a Trees Adventure instructors.
 - a. Recommended mounts include the elastic helmet mount strap, chest mount harness and wrist strap. Helmets with the adhesive mount are available for use but participants must provide the matching attachment to click into place.
- H. Trees Adventure reserves the right to refuse admission to the Activity, or to remove an individual from the site should management deem it necessary to do so. This may include, but is not limited to:

- a. Non-compliance with safety rules and safety system;
 - b. Disrespectful or inappropriate behaviour
 - c. Appearing to be under the influence of drugs or alcohol.
- I. No refunds or rescheduling will be payable by Trees Adventure should any participant not be permitted to participate.
- J. All participants must ensure they have met the correct supervision ratio prior to arrival. Trees Adventure recommends adult supervisors who maintain a reasonable level of health due to the physical nature of the activity. See 'Course Restrictions' section below for age group details.
- K. Smoking is not permitted in the park, only in the designated area.
- L. No running in the park.
- M. No screaming whilst onsite in respect our wildlife and neighbours by keeping noise to a minimum.
- N. Trees Adventure maintains a pet free environment. The location of our parks is home to both native and wild species. For their protection, a limited interaction with domestic species of any kind are in place.
- O. No equipment is to be taken past the reception. All equipment is to be removed prior to using the bathroom and must be fitted by an instructor prior to continuing the Activity.
- P. No drinking from cans due to risk from bees and wasps.
- Q. Keep to designated paths to prevent root compaction around our trees.
- R. Pregnant women are not permitted to participate.
- S. Maximum weight limit of 130kg.
- T. Trees Adventure recommends people with pre-existing injuries or heart conditions do not participate. If participants have medical concerns, please speak to the park directly for clarification of safety.

CLIMBING TERMS:

- A. Check-in is 15-minutes prior to the booked session to allow for waiver forms, bathroom use and harnessing. Please take into consideration varying travel time to our site, parking and the walk between the office and car park per location.
- B. Late arrivals: Trees Adventure maintains strict session times. Participants who are late will be trained in the next available session but will be required to still conclude at their original session time. It is at the manager's discretion to allow any late persons to receive their full session. No refunds or rescheduling is available for late arrivals.
- C. All participants must be fitted into the safety equipment supplied by Trees Adventure. Only the safety equipment supplied by Trees Adventure may be permitted on the Activity.
- D. Participants must only be fitted and checked by a Trees Adventure instructor prior to attempting the Activity. All safety equipment must be returned to the reception area at conclusion of the booked session.
- E. All participants must undergo training prior to commencement of the Activity, including participants who have previously participated, to ensure the safety of all individuals.
- F. Participants must act according to the provided training. If you are unsure at any time, please remain calm and seek assistance from a Trees Adventure instructor.
- G. The safety equipment must only be used as instructed, including the flying fox pulley.
- H. Respect all equipment. Equipment must not be left on the ground or dragged through the dirt to help protect the safety equipment for future use.
- I. All participants must attach themselves to the waiting line cables at the Home Tree prior to

- attempting the Activity.
- J. Obey instructors at all times. Instructors are there to keep you safe and will assist you to have a safe and enjoyable session.
- K. Maximum of 1 person per obstacle challenge.
- L. Maximum of 3 people per platform between each obstacle challenge.
- M. Trees Adventure understands that each participant will move through the Activity at their own pace and encourage overtaking at the platforms for all participants to be able to do so. Participants are encouraged to manage overtaking between themselves on the Activity.
- N. Only 4-7yrs have access to the Yellow Course. There is no adult access to the Yellow Course.
- O. Red must be completed prior to attempting the Black.
- P. Black must be completed prior to attempting the Extreme Black.

COURSE RESTRICTIONS

- A. After training, participants have approx. 2-hours to complete as many courses as they can during their session. This may be affected by but not limited to the individual's capabilities, the weather, the number of other climbers participating and their abilities. On average 2 – 3 courses will be completed in this time on the higher courses. On the Yellow Course, on average participants complete the course 8 or more times.
- B. Participants can choose their starting course, based on their age, ability, weather and other course restriction. Attempting the black levels as a starting course is at the discretion of Trees Adventure instructors only.
- C. Requirements for 4 – 7 years
 - a. This age group has access to Yellow courses only (and VertZone in Glen Harrow Park).
 - b. This age group must have an adult supervising from the ground at all times.
 - c. Trees Adventure recommends a separate non-paying adult to supervise, allowing participating adult supervisors for older children to maximise their session.
 - d. Entry is free for spectators and ground supervisors.
 - e. There is no adult access to the Yellow course. Assistance for this age group can be offered from the ground, with Instructors able to access the course to assist when necessary.
- D. Requirements for 8 – 12 years:
 - a. 1 participating adult is required up to 4 kids between these ages.
 - b. The supervising adult must be of 18yrs or over.
 - c. 8 – 9 years may access the Green and Blue Courses only.
 - d. 10 – 12 years may access the Green, Blue and Red Courses only.
 - e. Groups who have children in both these age groups are recommended to have an additional adult participating. This is to allow for 10 - 12 year olds (who have enough time) the opportunity to participate in a higher course with an adult, while another adult can continue with the younger age group on the lower courses.
 - f. Participating adults are required to pay in full for their ticket.
- E. 13-17 years
 - a. This age group has access to Green, Blue, Red, Black Courses only. Locations with an Extreme Black Course can be accessed by 16yrs+ only.
 - b. Red must be completed prior to attempting the Black or at the instructor's

- discretion.
 - c. Black must be completed prior to attempting the Extreme Black or at the instructor's discretion.
 - d. Trees Adventure recommends having a non-paying adult supervisor onsite whilst they participate.
 - e. This age group does not qualify as an adult supervisor for younger ages.
- F. 18+ years
- a. Has access to Green, Blue, Red, Black Courses and, if available, the Extreme Black Course.
 - b. Red must be completed prior to attempting the Black at the instructor's discretion.
 - c. Black must be completed prior to attempting the Extreme Black at the instructor's discretion.
- G. Courses are graded according to difficulty, with strict accompanying age and height restrictions for participants under 18 years. Some of the courses may require a level of ability above that of the participant. Only Instructors at Trees Adventure have the discretion to allow or restrict access to any participant should they wish to attempt a course, irrespective of their age or height, but based on the participant's individual capabilities.
- H. The following combination are the average courses completed during a session:
- a. Green and Blue
 - b. Green, Blue and Red.
 - c. Blue and Red
 - d. Blue, Red, Black
 - e. Red, Black and Extreme Black.
- I. If you have concerns on your personal ability to complete a course, please seek recommendations from the Instructors. Trees Adventure generally recommends:
- a. Yellow Courses
 - i. 4 – 7 years
 - b. Green Courses
 - i. For participants not yet confident with heights
 - ii. Who have not climbed at Trees Adventure previously
 - c. Blue Courses for participants
 - i. Who have some confidence with heights
 - ii. A reasonable level of fitness
 - d. Red Courses for participants
 - i. Who are very confident with heights
 - ii. And maintain a higher level of fitness including upper body strength.
 - e. Black Course only to participants
 - i. Who are of the correct age
 - ii. And completed the Red Course demonstrating the appropriate strength required for the black.
 - f. The Extreme Black Course only to participants
 - i. Who are of the correct age
 - ii. And completed the Black Course demonstrating the appropriate strength required for the Extreme Black

CANCELLATION POLICY

A. Cancellation

- a. Trees Adventure is a most-weather event and operates rain, hail or shine. Trees Adventure will close during electrical thunderstorms and/or strong winds in the immediate local area. This will be at the discretion of Trees Adventure.
- b. Cancellations made 10 or more days in advance of the scheduled booking date, will receive a full refund or free reschedule, including group booking deposits.
- c. Cancellations made between 2-10 days from the scheduled booking date will be entitled to a 50% refund or incur a 20% reschedule fee to change the date.
- d. Cancellations made within 0-2 days of the booking or no shows will forfeit the entire booking, with no refunds or rescheduling available.
- e. In the event that Trees Adventure cancels prior to the start of your session for any reason, you will be informed immediately. You will be entitled to ask for a full refund or to book a new date.
- f. In the event you have already started your session and Trees Adventure is forced to close the park, if you are less than halfway through the session, you will be entitled to a free reschedule.

B. Trees Adventure Gift Vouchers

- a. Only valid for 12 months from the date of purchase.
- b. Are not transferable or redeemable in cash in part or whole.
- c. Trees Adventure reserves the right to refuse a Gift Voucher once it has expired.
- d. Act as a form of payment and not a confirmation of a booking. Recipients are required to make an online booking through the Trees Adventure website, and will be prompted to enter their unique Gift Voucher number during the payment section of the booking process.
- e. The standard booking cancellation policy will apply after the Gift Voucher has been redeemed. See above Part A for further details.
- f. Trees Adventure only accepts Trees Adventure vouchers and Gift Vouchers by authorised Gift Voucher partners.