Entrance Policy

Bouldering Entry Requirements

First time visitors

All first time visitors to the centre must complete a bouldering induction and pass a boulder screening to use our bouldering facilities, regardless of previous climbing experience. It is not always possible for us to accommodate walk-ins so this should be booked in advance to avoid delays.

Existing Members

All members or users with past visits must meet the following 3 criteria to use our bouldering facilities, regardless of experience:

1. Have a record of the following on our system:
    a. A completed Bouldering Induction/Full Centre Induction Or
    b. At least 4 climbing check-ins within the past 12 months.
2. Have completed an acknowledgment of risk form within the past 12 months.
3. Successfully passed our Boulder Screening test.

Existing members who meet this criteria but have not visited the centre within the past 3 months will be required to pass our boulder screening test prior to entry.

If the criteria above are not satisfied on review of a customer's account, a bouldering induction, new registration form and/or boulder screening may be necessary to gain entry to the centre. Only customers who have met the above criteria may access the bouldering floors without supervision by a member of Awesome Walls Staff.

Rope Climbing Entry Requirements

All users wishing to use our roped climbing area must meet the Bouldering Entry Requirements along with the belay requirements outlined in this section. A belay test is required in all cases listed below:

1. Users who have not visited the centre at least once in a year
2. Users with no belay test recorded on their account.
3. Users returning for their first unsupervised visit after a roped induction.
4. New users visiting the centre.

To ensure safety standards are maintained, users may be asked to repeat a belay test if deemed necessary by a member of staff.

Users who have not passed a belay test may access the roped climbing area only when accompanied by an Awesome Walls instructor, external instructor or a legal guardian who meets the above criteria. Without a successful belay test, access to the Awesome Walls roped climbing area will be withheld.

Junior Entrance Policy

A junior who has turned 18 with previous supervised check-ins must meet the entry requirements for a **new user** - this includes all new user requirements listed above.

A **legal guardian** is a non-transferable biological parent, court appointed guardian or HSE appointed minder. Exchange students with colleges or school programs must supply proof of transfer of guardianship.

Junior Supervision Policy

U18s must be supervised according to the guidelines detailed below at all times unless they have completed the 14-17 Unsupervised Assessment.

- Juniors can be supervised only by a legal guardian OR an instructor on a pre-booked session. This person will be the designated supervising adult for the duration of their visit.
- The supervising adult must be a member and meet the entry requirements relevant to the area of the facility they wish to use.
- A member can supervise no more than 2 juniors at a time.
- The supervising adult must sign in any supervised juniors at reception on every visit.
- Supervised juniors may not be left unsupervised at any time or in any area of the centre.

Bouldering Sector

- When bouldering, all supervised juniors must be actively spotted; therefore, a supervising adult may allow only one junior to climb on the wall at any given time.
- While not climbing, all juniors must be in view of the supervising adult and in a safe place, free from hazards such as falling climbers.
- Supervising adults are responsible for ensuring supervised juniors do not run on mats or underneath other climbers.
- Supervising adults can boulder only if their supervised junior/juniors are safely off the bouldering mats AND within view.

Training Room

- Juniors can use the training room while supervised by their supervising adult

Roped Sector

- A supervising adult can teach their junior how to belay once backed up by the supervising adults designated on the sign in sheet.
- A junior can be backed up by an adult member once the supervising adult is present. In this case, the adult member must meet the *Roped Climbing Entry Requirements* detailed above.
- An adult member can belay a junior providing the junior's supervising adult is also present and supervising the situation.
- A junior between the age of 14 to 17 can belay an adult member provided there is a safe weight difference. They must be backed up by their supervising adult or another adult member and their supervising adult is present and able to react to any situation.
- Anyone under the age of 14 regardless of weight or height can not belay an over 18 adult at anytime

Failure to adhere to Junior Supervision Policy

Members who are not supervising their junior/s as outlined in the supervision policy above will be addressed by a member of staff and the incident will be logged on their user account.

Repeated incidents of inadequate supervision will be discussed with management and appropriate action taken to address the situation.

Appropriate action may include the following:

- Advice on how to safely supervise juniors according to our supervision policy.
- Temporary termination of supervision until further action is taken to improve safety.
- Completion of a bouldering induction with emphasis on junior supervision.
- Refusal of entry if above actions are unsuccessful.

The Duty Manager on shift reserves the right to deem supervision inadequate or a behaviour unsafe. Incidents regarding any of the above will be brought to the attention of the Centre Manager.

Unsupervised Junior Assessments

Experienced and competent young people with a sufficient check in record, aged 14 to 17, may be registered and allowed to use the centre unsupervised and without accompaniment by an adult once they have fulfilled the following criteria:

- Must have attended a minimum of 6 supervised youth coaching sessions within the previous 6 months.
- Must have passed the unsupervised youth assessment
- Must have completed the appropriate parental consent form

This assessment may only be booked when it is approved by the Centre Manager.

This permission to climb without supervision may be revoked at any time by management

following unsafe or disruptive behaviour.

School of Rock

- If a junior partakes in a School of Rock class, they must be **checked in and signed in** by their parent/legal guardian.
- Parents/guardians must sign the child in at reception on arrival and stay with the child until the instructor collects them.
- Parents/guardians may leave the centre during School of Rock classes provided they have completed all relevant consent forms.
- If a parent/guardian wishes to supervise their junior after an instructor supervised class, the junior must be checked in and signed in at reception as detailed by our Junior Supervision policy.

Party or Group Users

- All party and group users must check in and sign in at reception upon arrival.
- We ask all groups and parties to respect other users of the centre at all times.
- In cases of U18 groups and parties, we expect parents to ensure the group causes minimal disturbance to other users.
- Parties will be designated a waiting area until an instructor arrives to begin the session.
- The booking parent will sign in the kids on arrival and be named the point of contact for staff.
- Both before and after the climbing session, the aforementioned point of contact is responsible for ensuring that children do not run or cause disruption to the centre. Should parents fail to adequately supervise a group of children, the group may be asked to leave the centre.
- Groups and parties are prohibited from entering all climbing areas unless supervised by an Awesome Walls instructor.
- Parents are responsible for ensuring juniors do not enter any climbing areas unless accompanied by an Awesome Walls instructor.

Entry Rates and Conditions

Concession Rates

Concession entry rates apply to:

- Full time 3rd level students with a valid student card
- U18s
- Over 65s
- Defence forces
- Gardaí
- People in receipt of Jobseekers allowance

All concession users must present valid and current identification or documentation, subject

to management approval, to gain concession entry. Failure to provide this may result in termination of the concession rate. No person in a full time position or in college part time can avail of a student concession rate.

EFT Monthly Billing

- EFT sign up is available online only.
- EFT can be cancelled at any time however a €20 sign up fee will be charged for every sign up.
- EFT rates are subject to price changes with minimum notice of two weeks.
- Approved concession users can avail of a concession EFT rate.
- Concession EFT members can not add further members to their account.
- EFT can be frozen only in the case of injury. Proof of injury must be presented in this case.
- Family EFT rates are available to two member types:
    - One or both parents with U18 junior
    - Couples with proof of same living address
- Friends or adult siblings can not avail of the family EFT rate.
- Non compliance with our EFT policy may result in termination of monthly billing.

Punch Passes

- Punch passes can be purchased online or at reception.
- Punch passes are non transferable.
- New member special can be purchased by newly registered members only.

Annual Passes Prepaid

- Annual passes are non refundable and non transferable.
- Climbing clubs can avail of a 20% discount on annual passes .This offer is subject to approval by the Centre Manager.

Social Behaviour (Be Nice) Policy

Awesome Walls is committed to providing a safe and enjoyable environment for all users to experience climbing. At Awesome Walls we do not tolerate bullying, discrimination or any inappropriate behaviour toward other users or toward any member of staff. Bullying behaviour includes behaviours such as exclusion, gossiping, teasing, taunting, threatening, hitting and extortion by one or more persons against a victim or target. Each case of inappropriate behaviour, discrimination or suspected bullying will be dealt with by a member of the management team as soon as the symptoms are apparent or suspected.

The above policy is in place to ensure a safe and enjoyable experience for all of our users therefore we ask that you comply with our staff in achieving this. We hope to avoid the case however customers failing to adhere to centre policy may be stopped from activity and asked to leave.

Thank you for your support and cooperation, happy climbing!