

MISSION OUT.

E P I C • O U T D O O R • A D V E N T U R E

Please carefully read the information below regarding your visit to Mission Out.

Acknowledgment of risk and safety information

At Mission Out we want all our visitors to have an awesome outdoor adventure, so safety is our priority.

As some of our activities involve risk, all visitors must read and agree to the following safety information and where necessary, undertake activity specific safety briefings before use – no exceptions!

- **Mission Out is an unsupervised area.** All children under the age of 18 must be accompanied and supervised by a responsible adult, who must ensure all in their care understand and follow the safety information and instructions. Anyone not following instructions will not be permitted to use the equipment and may be asked to leave, with no refund being given. On booking, names and dates of birth of all visitors must be given and updated with us if someone else is coming in their place.
- Children under the height of 120cm and may not be able to take part in all activities for safety reasons or restrictions. Activities are not suitable for children under 2. All activities must be assessed for their suitability for young people by their supervising adult. Height and weight restrictions apply to some activities.
- You must be physically and mentally able to take part in activities. If you are in doubt, speak with a member of our team, however this is ultimately your decision as some activities are high up and require a degree of fitness and ability.
- If you have a pre-existing medical condition that may affect your ability on an activity, or are pregnant, you must fully assess your suitability before taking part.
- Equipment must not be used if you do not meet height or weight requirements.
- If protective equipment is provided, it must be worn correctly for the duration of the activity.
- With the nature of these activities, despite safety measures put in place, there is still a risk of injury which could range from a minor scrape, to broken bones and in extreme cases, death. By agreeing to this safety information you are acknowledging these risks.
- Do not force others to do activities they are not comfortable with and do not push, pull or move others if they are struggling and need help – get a member of our team to assist.
- If you see any damaged equipment, report it to a member of our team immediately.
- No food or drink to be taken on any equipment or activity.
- All equipment, protective clothing and items belonging to Mission Out to remain within the park.
- Wear appropriate footwear and clothing for the weather and activities. Please be aware that due to the nature of some of our equipment, it will become slippery when wet.
- If we experience severe adverse weather such as strong winds, ice, snow or thunderstorms, Mission Out may be forced to close.
- If we experience a period of adverse weather such as torrential rain, strong winds, ice, snow or thunderstorms, we may close The High Ropes, High Tower Jump Pillow, Adventure Golf and Slides until they are checked and deemed safe to reopen.
- When raining, equipment may become slippery and may close to ensure the safety of our users.

- If instructed by a member of our team to exit an activity or piece of equipment, you should do so immediately.
- Our team at Mission Out are not medically qualified, therefore are not in a position to assess the capability of our visitors to use the equipment. It is the visitor's responsibility to undertake such an assessment before taking part in any activities or to consult with a medical professional. We advise you to visit Mission Out prior to booking to undertake your own risk assessment.

Activity specific safety information

High Ropes

- This High Ropes activity is supervised by our trained instructors, however parents / guardians must be present at all times.
- No access to the high ropes unless supervised by a high ropes instructor.
- All visitors must attend the safety briefing before taking part, even if you have previously participated. If you are an adult supervising under 18's, you must ensure they understand and follow all safety instructions and information.
- You will be attached to the belay safety system for the duration of the activity and must not detach at any time.
- There is a risk of injury when undertaking this activity – users must wear protective equipment correctly and at all times. Failure to do so will prohibit visitors from taking part in this activity.
- The minimum height for this activity is 130cm (4ft 2). Maximum height is 193cm (6ft 3). Anyone not falling within these heights cannot participate in this activity.
- The maximum weight is 120 kg (18.5 stone). Anyone exceeding this weight cannot take part for safety reasons.
- Clothing requirements include: closed toe footwear, tied securely - sandals, pumps, crocs or open toe shoes are not permitted. Areas which the harness will cover, such as arms, legs and midriff must be covered. Shorts can be worn but must be long enough to prevent the harness from rubbing on the skin.
- Long hair must be tied back to prevent it getting caught in moving parts of the system.
- All items of jewellery, including watches and rings must be removed. Any loose items of clothing, or personal effects should be left in the lockers provided, to prevent them falling onto other visitors.
- This activity requires a moderate level of fitness and is physically testing – visitors must be confident they are able to participate.
- All participants will be asked to complete a medical consent declaration before taking part. If you are suffering from an existing medical condition or difficulty (including pregnancy) which may affect your ability to take part, or could result in injury to yourself or others, you cannot participate.
- If instructed by a member of our team to exit the high ropes, you must do so immediately.
- The British Mountaineering Council (BMC) recognises that climbing and mountaineering are activities with a danger of personal injury or death. Participants in these activities should be aware of and accept these risks and be responsible for their own actions and involvement. High ropes are an adventurous activity and have an inherent risk of injury. Bumps, bruises, cuts, grazes, sprains and strains are common, and we cannot rule out more serious injury and in extreme cases, death. By agreeing to these safety instructions, you are acknowledging the risks involved, agree to abide by all instructions and wear protective equipment you have been issued, at all times.
- In the unlikely event of an accident, or loss or damage to personal effects, you acknowledge that Mission Out will not be liable for any direct or indirect loss, damage or injury arising from, or in connection with the activity and you waive all and any claims against Mission Out.

High Tower Jump Pillow

- Remove any loose or sharp items from your person before jumping.
- No access unless a member of our team is present.
- Minimum height to participate is 120cm (3ft 9).
- All participants should ensure they are medically able to take part. If you are suffering from an existing medical condition (such as back, neck or heart difficulties, or are pregnant) which may affect your ability to take part, or could result in injury to yourself or others, you cannot participate.
- Only jump from the tower when the air bag is inflated, clear of others and you are instructed to do so.
- Participants must first jump from the lower 3 metre tower and demonstrate safe jumping technique, before being permitted to move to the higher levels of 4.5 and 6 metres.
- Only 1 person at a time – do not jump simultaneously with another participant from the same, or another level.
- Cross your arms over your chest and land either on your back or bottom – do not do somersaults, back flips or dive headfirst. Do not tuck or curl up your knees.
- Exit the airbag as quickly as possible after landing.
- Jump Pillow is an adventurous activity and has inherent risks of injury. Bumps, bruises, cuts, grazes, sprains and strains are common, and we cannot rule out more serious injury and in extreme cases, death. By agreeing to these safety instructions, you are acknowledging the risks involved, agree to abide by all instructions at all times.

Lake activities

- Children must be supervised by a responsible adult on water activities at all times.
- Children under the age of 6 should be accompanied by an adult at all times.
- Do not overcrowd the rafts or ferry.
- No swimming, paddling, jumping or diving into the lake.
- Use of lifebuoys for emergencies only.
- Mission Out staff are available to support the operation of the lake, but supervision is ultimately the responsibility of the accompanying adult.

Adventure Golf

- Allow visitors in front of you time and space to have their turn.
- Do not swing the putter higher than knee height.
- No climbing on obstacles or fencing.
- Do not cross under the High Ropes Course.
- Only Mission Out Adventure Golf putters are permitted – no golf clubs.
- Return clubs to the designated area after use.

High bank slides

- Do not throw stones or other objects down the slides.
- 4-way wavy slide should not be used when wet.
- Some slides are steep - please assess your suitability, including clothing choice, before use.
- Only one person on each lane of a slide at a time.
- Clear the landing area as soon as you have finished your turn.
- Feet first when going down the slide.
- Do not go up the slides.

Additional safety information

- Any person found to be in possession of an article deemed to be offensive or dangerous will be immediately escorted from Mission Out, without any right to a refund. Yorkshire Garden Centre Group reserves the right to make reports to the relevant authorities, which may lead to prosecution.
- No alcohol can be brought into the park and consumed. Any persons found possessing alcohol, or who appear to be under the influence of alcohol, may be refused admission to Mission Out or escorted from the site without any right to a refund.
- The use of illegal substances and/or legal highs (including, but not limited to, laughing gas) are strictly prohibited and any persons found possessing, using or who appear to be under the influence will be refused admission or escorted from the site without any right to a refund.
- Mission Out is a smoke and vape free zone. Smoking and vaping is not permitted in any indoor or outdoor areas.
- Mission Out does not tolerate aggressive behaviour towards staff or other members of the public. Displays of physical or verbal aggression are prohibited and the Mission Out team can ask any member of the public to exit the park if their behaviour is deemed to be threatening or abusive towards others. In this instance, no refund will be given, and a return trip may be denied. Please report any such behaviour to a staff member if you are made aware of this behaviour whilst on the premises.

Weather Policy

- Mission Out is an access all activities outdoor attraction and as such we may experience a variety of weather conditions and advise visitors to dress appropriately.
- We will remain open if it rains!
- If we experience serious adverse weather such as strong winds, ice, snow or thunderstorms and Mission Out is forced to close, we will offer a full refund or the option to reschedule your visit. We will email all visitors as early as possible.
- If we experience serious adverse weather and the park remains open, but are forced to close The High Ropes, High Tower Jump Pillow or Adventure Golf for longer than 2 hours, we will issue a half price voucher to be redeemed against your next visit.

General

- 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 guests' vehicles in the car park or any contents.
- Customers vehicles are not permitted to remain in the carpark after Mission Out or the garden centre closes, and the gates are locked.
- Pets or animals of any nature are not permitted in Mission Out except for guide dogs, hearing dogs and registered assistance dogs.
- No animal should be left in any vehicle parked at the centre. We will contact relevant authorities in relation to any animals that are left unsupervised or that are found to be in distress.
- For health and safety reasons, wheelchairs, prams and strollers are the only transport device permitted in Mission Out. Bicycles, roller-blades, skateboards or similar devices are not permitted within the park.
- Strictly no ball games at Mission Out.
- On entry to Mission Out, your hand will be stamped. This will allow you to return within the same day if leaving the site, visiting the Garden Centre or Grass Hoppers. Proof of booking may be required on your return.