

Advice on Accessibility

At Go Ape, we take pride in making our activities accessible to as many people as possible. We are about creating adventures and encouraging everyone to live life adventurously. Whilst our courses are designed to be accessible to most people they do offer a degree of physical and mental challenge. For some persons this may mean that additional equipment, adjustments to our training and/or levels of supervision will be required for safe participation. For some, the residual risks of injury may still be too great despite the implementation of additional measures, preventing their safe use of the course.

We do have a few minimum requirements such as age and specific physical pre-requisites to take part under normal circumstances. Visit <https://goape.co.uk/faqs> 'who can Go Ape' for details on restrictions on each activity.

But to make our activities accessible to as many people as possible, and to avoid disappointment, it is very important you get in touch with us before you make a booking or visit to discuss any special needs you or members of your party may have. With sufficient notice, we will do our best to make amendments to our standard operating procedures and staffing levels to be able to accommodate participants with special needs. The more notice we have, the more able we will be to make amendments. For example, our staffing rosters are set a month in advance, so if we need to get in extra staffing to facilitate your party safely, at least a month's notice may be necessary.

Please contact us via questions@goape.co.uk or call on 0333 920 4997 if you feel you may require additional support.

What do the activities require?

All of our activities require a certain level of physical and mental ability. All participants are given training in the use of safety equipment and systems prior to taking part in the activity. It is vital that all customers are able to understand this training and apply it throughout the activity, especially when not under direct supervision. The reason why this is so important is that failure to follow the safety instructions and advice could result in serious injury or death.

Inappropriate or unsafe behaviour can create a risk of serious injury or death not only to the participant but also to other participants and/or park users. All participants must understand the responsibility they are assuming when taking part in the activity.

Treetop Adventure

Participants are required to interpret a safety brief that lasts in excess of 30 minutes at the end of which all participants are required to understand how to stay safe and the consequences of not following the strict safety rules and advice. There is also varied communication from members of staff throughout the adventure. Participants will need to be able to climb a number of rope ladders, attach

karabiners to the safety system or manhandle safety system trolleys, cross obstacles and run into landing zones at the bottom of zip wires.

Treetop Junior

Participants will need to understand the straightforward safety rules and advice, be physically able to cross obstacles, manhandle safety system trolleys and run into landing zones at the bottom of zip wires.

Forest Segway

All participants must be able to stand unaided for the full hour of the session and interpret a safety brief that lasts up to 15 minutes. Participants are also required to control the Segway and follow the instructors line and other instructions, usually hand signals after the initial safety brief. Whilst the machine balances itself it cannot be used as a support for the rider. All riders must be able to maintain three points of contact with the Segway whilst riding.

Zip Trekking Adventure

Participants are required to interpret a safety brief that lasts up to 30 minutes. Participants are also required to walk 1 km up a hill to a point where they will be driven for 10 minutes to the start of the adventure. After this point participants will need to follow instructions given by staff and walk between the various zip wires.

Risk Assessment

The staff at Go Ape are not medically qualified and not in a position to assess the capacity of participants who may require additional support to undertake the activity. It remains your responsibility to undertake an assessment of the risks involved prior to participating.

Whilst we cannot set out a definitive list of all the conditions that may adversely affect a person's ability to undertake each of our activities safely. We can however give broad guidelines from our experiences of different groups we have welcomed to Go Ape over the years. We are more than happy to assist you in your assessment and make recommendations were necessary when you get in touch. Go Ape may however refuse or stop any participants that do not meet our minimum safety requirements.

Guidance on Accessibility

As well as being physically able to participate in the activities, the following impairments may require additional support; these are detailed below:

Deafness

Customers with hearing impairments are able to complete our courses. There is an element of training (the safety brief) that can be communicated using visual aids and simple adjustments, it is important that you let us know you are coming as early as possible in advance to ensure these are in place. Some groups may like or need to bring signers/ translators or hearing companions, for instance large or school groups, we are happy to discuss your requirements, Go Ape does not have in house translators.



Sight Loss

Sighted participants need to accompany visually impaired participants to ensure safe connection to the safety system and safe negotiation of the obstacles and activities. The level of this additional sighted support will depend on a number of factors including the degree of impairment and whether there are any under 16-year olds in your group. Please contact us to discuss.

Amputees

If you can climb a rope ladder unaided you should be fine to take part. The security of prosthetics at height and during zip landings needs to be considered. With sufficient advance notice we can make adjustments at site to facilitate safe progress and zip landings.

Learning mental disabilities

If a participant is unable to remain attentive for the training and then apply what they have learned on the session, then the activity may not be suitable for them. Consideration must be taken for any participants that are under prescribed medication and whether this could affect their conduct on the course.

Contact us in advance

To make your adventure tremendous we cannot stress enough how important it is to contact us well in advance. The more notice we have, the better we will be able to make adjustments to our system and staffing to be able to accommodate you and your party, and arrive at the best possible experience. Ideally, please consult with us before you make your booking, as we may be able to offer more bespoke support in certain booking times on certain days. For example, groups with special needs may prefer to come on less busy days when you will have more time to complete the course without being chased up by other groups coming up behind them. No matter how small you think it may be, if you feel you may require additional support or if you just have a question about any of our activities. Our staff will be more than happy to give you advice on the best activity for you and assist further if additional support is required. Email us at questions@goape.co.uk or call on 0333 920 4997

Where customers are required to bring additional participants to facilitate their visit they will incur no extra cost.