

# WildNets

## Terms and Conditions



**WildNets activities involve an inherent risk. You MUST adhere to the below Terms and Conditions at all times to prevent serious or fatal injuries, paralysis or fracture. WildNets will uphold these Terms and Conditions for safety reasons and for the enjoyment of all. It is your responsibility to ensure that all participants in your group meet these requirements.**

### 1. General Terms:

- a. All participants must be healthy, weigh less than 120kg, be attired appropriately (see Clause 2) and be covered by a waiver form to be permitted to participate in the Activities. The minimum age to participate in WildNets activities is 1 year old. We may be required to conduct a weight assessment to ensure customer safety. Anyone who does not meet these requirements will not be permitted to participate. It is your responsibility to ensure that all participants of your group meet these requirements.
- b. The Activities can be challenging and participation is not without risk. WildNets strongly recommends that pregnant women, people with pre-existing conditions (including history of dislocation) or heart problems do not take part. If participants have medical concerns they are advised to consult their doctor prior to making a booking. Participants will be required to certify that they do not suffer from any medical condition.
- c. WildNets requires supervision at all time at the following ratios. Infants: 1 participating adult to 2 infants; Children: 1 participating adult to 15 children; Juniors under 16: 1 adult to 15 juniors, on ground or up.
- d. Sessions run for approximately 2 hours (includes approximately 5 minutes for safety lesson).
- e. You MUST:
  - Display a valid Wristband at all times to enter WildNets;
  - Obey rules and capacity limits displayed in each area;
  - Keep a safe distance to avoid collisions (2 metres around you);
  - Treat others with care;
  - When an instructor blows the whistle: stop and listen to instructions.
- f. It is strictly FORBIDDEN to:
  - Climb up nets, balls, bridges, and treehouse or access any part of the park that you cannot walk to;
  - No acrobatics allowed including somersaults and flips that could result in you landing on your head, back, neck or any part of your body or someone else that could be damaged;
  - Push people around or up, throw someone up or around, give a leg up or carry anyone on your shoulders.
- g. WildNets reserves the right to refuse admittance to, or to remove visitors or participants from WildNets should management consider it necessary to do so. This may include, but is not limited to:
  - Non-compliance with safety rules;
  - Behaving inappropriately or disrespectfully;
  - Appearing to be under the influence of drugs or alcohol.
- h. It is the responsibility of the supervising adult to ensure infants, children, juniors and youths in their care follow the safety rules and are behaving appropriately at all times.
- i. No refunds or compensation will be payable by WildNets in the event that any participant is not permitted to, or decides not to commence, undertake or complete the Activities.
- j. WildNets encourages participants to push their boundaries and this can be a very challenging adventure for some. Everyone is encouraged to move at their own pace. Please be patient with people around you and respect their abilities. You must respect a safety distance and capacity limit as per rules provided.
- k. No food or drink is to be consumed whilst in the Nets.
- l. For your safety and to avoid damage to the forest, please watch where you walk and stay on the designated paths at all times.
- l. It is your responsibility to ensure you keep hydrated and maintain sufficient energy levels. Drinks can be purchased at the office (water, soft drinks). No food is available from WildNets.
- m. Please take all rubbish home for responsible disposal or recycling, as there are no bins on site. One of the main reasons there are no bins is they attract native wildlife who become dependent on bins for food. Rubbish also encourage introduced species, which have a devastating effect on endangered native wildlife.
- n. WildNets is a smoke, alcohol and pet free environment. This is with the exception of certified assistance animals.
- o. Children of any age not participating in the Activities must be actively supervised by a non-participating adult on the ground, whilst at WildNets. This includes staying on the marked paths at all times.
- p. At times it is necessary for one of our Team Members to come into physical contact with a participant to provide assistance with the Activities. Any physical contact will be carried out in an appropriate and respectful manner.

### 2. Clothing, Shoes, Jewellery, Cameras and Other Items

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a. It is the responsibility of all participants to ensure that they are attired appropriately with considerations for the weather conditions and which they do not mind getting dirty or damaged. WildNets recommend wearing long sleeves and pants to avoid rope burns.

- Participants must wear fully enclosed flat shoes (sporting shoes are recommended); no exposed skin from the ankle down (skin must be covered by shoes not socks). For example: participants will not be permitted to undertake the Activities in sandals, Mary- Jane's, thongs, ballet flats, slip-off, toed shoes etc.
- All jewellery including watches and rings must be removed;
- Strictly no sharp and/or loose objects are to be carried in the nets;

b. Out of respect to people under the Activities and to prevent loss/damage, no items (with the exception of phones) can be taken on the Activities either in pockets, in bags or otherwise attached including but not limited to cameras, selfie-sticks, keys and wallets etc. Valuable items should not be brought to the park. Car keys can be left with the front desk attendant. WildNets will not be responsible for any damage to, or loss of, clothing or other personal items resulting from attending. If you chose to take your phone with you, WildNets will not be responsible for any damages or loss to the device or for any injuries caused by the device.

### 3. Arrival Times at WildNets

a. If participants miss their start times due to reasons outside their control, then it will be at the discretion of WildNets management, as to whether they are able to accommodate the late arriving participant(s). No refunds or part-refunds will be made for late arriving participants in the event this is not possible.

### 4. Access and Car Park

a. Please refer to our Locations pages for specific information regarding vehicle access to each site and parking availability. For your safety we request that everyone respect speed limits displayed on site and park in the designated car spaces. Please take care when driving on site and whilst walking between activities and/or the carparks provided. It is the responsibility of parents/supervisors to ensure that children are supervised at all times for their safety.

### 5. Changing or Cancelling Your Booking

Please contact us to change or cancel your booking. WildNets recommends emailing your request.

- At least 7 days before booking time/date: If you contact us to change or cancel your booking with at least 7 days' notice, this can be done subject to availability. Bookings can be moved once only. An administration fee may apply.
- Less than 7 days before booking time/date: Bookings cannot be changed or cancelled within 7 days of your booked time/date. No compensation (no refund or vouchers) is available. Similarly, there will be no refund of entries or compensation available if participants choose not to participate and the park is open and operating as usual (including during rain and light winds).
- Activities Closure: In the event it proves necessary to close the Activities due to reasons beyond the control of WildNets eg: extreme weather including lightning, high winds or storm; unscheduled maintenance in circumstances where you have commenced participation in the Activities, you shall not be entitled to any refund or compensation (in part or in whole). In such circumstances WildNets will reschedule your booking to a mutually convenient date and time, within 6 months.

### 6. Waiver Form (Liability Release and Express Assumption of Risks)

These Terms and Conditions incorporate WildNets' waiver form. All participants must be covered by a waiver form. An adult must sign the waiver form for any under 18's. WildNets recommend parent/guardian sign a waiver for their child. A link to complete the waiver form online will be sent via email once the booking has been confirmed. If you did not receive a waiver form link for your booking, please contact us.

### 7. Incidents

Our friendly instructors are here to help and answer your questions. If you need assistance or witness an issue, you must report it as soon as practical on the day.

### 16. Gift Vouchers/Booking Credits

- Gift Vouchers and Booking Credits are valid for the ticket type, adventure and location indicated on the voucher only.
- Please check the expiry date as expired Gift Vouchers and Booking Credits are unable to be honoured.

**At WildNets we will make every effort to ensure you enjoy a unique exhilarating experience. Please talk to us if you have any questions.**