



## Party Group Leader Guidance

Dear Group Leader,

Thank you for booking your party with White Spider.

In order to ensure that you receive the best out of your session, and to help our team deliver the best instruction possible, we would like you to be aware of the following information, and share this with the group prior to attending the session.

### White Spider Team

- Our instructors will endeavour to provide a fun and challenging experience for your group.
- If there are those in your group with challenging emotional behaviour and/or physical disabilities please let us know in advance and we will endeavour to allocate instructors with the most appropriate training to your group.

### Group Ratio

- For 5 and 6 year olds the instructor / participant ratio is 1:4
- For 7 years+ the ratio is 1:6

### Clothing & Equipment

- Casual sportswear and plimsolls or training shoes should be worn
- All necessary safety equipment will be provided.

### On The Day, Party Group Leader

- Please arrive on time for your session. At this time you should report to reception, presenting the group check-in sheet (attached).
- Inform your instructor of any member of your group who might need special attention, whether for medical or behavioural reasons.
- Obtain coloured wristbands from reception for your group

### Prior to the Session

- Participants should obtain a wristband from the group leader on arrival, and are then free to meet up with the other group members and use The Castle before the climbing sessions begins.
- Please do not enter the climbing or bouldering areas before the climbing sessions begins, and then only in the company of an instructor.

### During the Session

- The session will be directed by a qualified instructor, who will make sure the group have correctly fitted safety equipment, and give the group a safety briefing before the climbing begins.
- The group should adhere to the ongoing directions given by the instructor.

### At the End of the Session

- Please ensure that children are collected promptly at the end of the session.
- Please ensure that the children do not use The Castle after the session.

### The Party Room

- If you have booked the party room, please see the Duty Manager for access
- Please allow for time to clear away all your items from the party room so that staff can clean the room before the next party.

### Cancellation Policy

- 1 weeks notice will be required to change or refund the session in any way.

Please ensure that you are fully aware of the Conditions of Use of the centre, and also bring these to the attention of the participants. The Conditions of Use form part of the waiver (see link in the email).

Please feel free to contact us should you have any further queries. We look forward to seeing you on the day of your session.

Kind regards,

*White Spider Climbing Team*

