



## ***Frequently Asked Questions***

### ***Before you arrive***

**Is this for kids?** Our Aerial Park is for everyone! From the timid to the ninja warrior, there is something here for all ages who meet our minimum height (minimum 125cm tall) and maximum waist (maximum 150cm waist) restrictions.

**How athletic do you have to be?** Our Aerial Park is “challenge-by-choice” which allows you to choose your own difficulty! With over 100 different games, there is something for everyone. There are many stairs and reaching overhead is required to use our smart belay system.

**Are there specific footwear requirements?** YES! You must be wearing closed-toe shoes that are form fitting and can be tightened around your foot. Running shoes are ideal! Hiking boots are also acceptable. You will NOT be allowed on the tower in sandals, flip-flops, high heels, or Crocs. This protects you as well as everyone else while climbing on the tower.

**What should I wear?** Any type of athletic clothing that is easy to move in. Layers are always a good idea too! Once you get moving on the tower you'll heat up quickly. Check the forecast... if there is a chance of rain, bring a rain jacket! Please be aware that the harnesses can rub against your clothing and cause small 'pulls', although this is quite rare.

**Should I bring gloves?** While they're not required, you are welcome to bring a pair. Some people prefer the protection and extra grip while some find wearing gloves more difficult. We don't recommend any type of mitten or slippery material. Due to COVID-19, ALL gloves must be sanitized immediately before being used on the tower.

**What should I bring?** Come dressed for the weather with closed-toe shoes and you're good to go! We have small lockers to lock up your car keys and wallet (free of charge). If you'd prefer to bring your own water bottle, you can leave it at the bottom of the tower.

**Can I book online?** YES! **ALL** reservations **must be made online in advance** Make sure to book early as many of our weekend days sell out before we even open for the day.

**Do you have an online waiver?** Yes, you can find it on our website. Participants must have an online waiver filled out before their arrival. If you are coming with a minor, their legal parent or guardian must sign the waiver.

**What's your cancellation Policy?** Please give us at least 24 hours' notice to change your reservation time.

**What happens if it's raining?** We still operate in the rain! There is no additional risk to climbing while it's raining. However, if there is a torrential downpour, thunder/lightning, or heavy winds, we will evacuate the tower. We will bring you to a safe location where you will wait for 30 minutes. If the storm has not passed by that point, we will issue a rain check for you to return at another time.

**Is it Okay if I'm a few minutes late?** Unfortunately, no. Our Ground School orientations start on time. Please arrive 20 minutes early to complete the check-in procedure so that you are ready to go for your start time. If you are running late, please give us a call and we will move you to a later start time (depending on availability). The more notice we have, the more likely we will be able to accommodate you. If you do miss the start of your ground school, you will have to wait for the next available start time.

**How tall do you have to be?** Our minimum height requirement is 125cm. Our ground level course is available to anyone between 125cm-140cm ONLY. Guests that are between 125cm-140cm can also access the upper levels with a paid chaperone. This chaperone must be over 140cm, at least 14 years-old, and able to follow the shorter person or group around and assist them. Anyone over 140cm can have access to the upper levels without a chaperone but will not be able to access the ground level course.

**Can I participate if I am pregnant?** No. The risk is too high. You also cannot be a chaperone. The chaperone must be able to wear a harness and follow the group through the obstacles to assist in hard to reach areas.

**Is there a maximum weight?** No, there is no maximum weight. However, there is a maximum waist size of 59" to fit into our harnesses.

**Do you have options for people with disabilities?** We are a very adaptable team and have some resources and equipment on-hand to make the Aerial Park as inclusive as possible. Give us a call to see if we can meet your needs. We would love to create a great experience, incorporating your access requirements with our tower design!

**Can I bring my own harness?** No. Our tower design and safety systems/procedures require our own specific equipment for safe usage.

**What about Helmets?** Helmets are not required on our tower. This is one reason why we ask you to remove everything from your pockets (to prevent the possibility of objects falling from above).

**Can I eat lunch there?** Although we have picnic tables onsite, due to the current concerns over COVID-19, we ask that you limit your time at our facility to your climbing adventure and please don't linger before or after your climb.

**Can my kids/grandkids climb alone?** Yes! If your children/grandchildren are over 140cm, they do not need to be accompanied by an adult. If, however, any of them are under 140cm, they need to be accompanied by someone who is at least 14 years-old and over 140cm. This individual will need to stay with the shorter child for the duration of the climb.

**Is there supervision available for small children while I chaperone my bigger kid(s)?** No, we do not have any childcare facility onsite, and require that the chaperone be climbing on the park. If it is not possible for you to find another adult to help, we can provide a Climbing Buddy to accompany your children on the tower while you stay with the others on the ground. Please call to inquire about availability and pricing.

**I have multiple children under 140cm. Can I chaperone them all?** Each chaperone may supervise up to 3 children, as long as the whole group stays together as they climb around the tower.

**Is there water on the tower?** No, we don't have any water on the tower structure. You are welcomed to bring your own water bottle, but we ask that you leave it on the ground level during your climb. You may come down for water or a break during your climbing time.

**Can I wear my watch on the tower? What about jewelry?** While you can wear your watch on the tower, we do recommend removing any jewelry prior to climbing. Rings especially pose a risk of injury.

**Can I bring my glasses/hat on the tower?** Yes, you can wear your hat and glasses/sunglasses on the tower. We strongly recommend using one of our retainers to help keep your glasses attached to your head. Just ask for one during your ground school orientation.

**Do I need to stay while my kids are climbing?** We require one adult/chaperone on site while your kids are climbing, however it does not have to be their legal guardian. The legal guardian must sign the online waiver in advance if they are coming down with another adult.

## During the Climb

**How long is the orientation?** Our Ground Schools usually last approximately 15 minutes. We go over harnessing, how to use our system, and the rules. If everyone pays attention, we can go faster to get you climbing sooner.

**Do I have to go through Ground School if I've already been there?** Yes, UNLESS you have invested in the Frequent Climber Card or you are an Aerial Park Seasons Pass holder. This option allows you to bypass the orientation after attending one full Ground School and signing off on an additional waiver. If you haven't added this option, you will be required to complete the Ground School orientation upon each visit.

**What if I need to grab water or go to the bathroom?** No problem! You can drink water on the ground level with your harness on as long as you stay within the fenced area. If you have to use the bathroom, just let a Guide know. They'll help you get out of your harness and when you return, they'll help you get back in and up climbing. This also applies to parents who are escorting children to the washroom. To maximize your time on the tower, we recommend visiting the bathroom before your start time.

**Can I take a break and then go back on the tower?** Yes, we have some picnic tables available in the area if you need a breather. However, your allotted climbing time doesn't pause when you come off the tower.

**What about smokers?** In accordance with City of Edmonton bylaws, smoking of any kind is not permitted at Snow Valley or anywhere within Whitemud Park.

**Can I bring my cell phone up to take pictures?** No, you are not permitted to bring anything up the tower with you. This is to ensure that nothing falls on the people below you. HOWEVER, we do have a free photo service! Give your email to Guest Services when you check in and ask Guides for photos while on the tower. You'll receive an email with your photos later that day.

**How do I get my pictures?** If you have not already done so, provide Guest Services with your email address on your way out. If you are already at home, just give us a call! We will add you to the email list for your climb day. You'll receive an email with a link to the album for the day you were climbing. You'll have to scroll through the photos to find your group.

**What if I'm not climbing? Is there somewhere for me to watch?** While we acknowledge that non-participating parents/guardians of children may need to be present, we kindly ask that non-participants and spectators refrain from entering the facility and grounds. This is part of our effort to minimize the amount of people present at the facility due to COVID-19.

**Is there something for kids under 125cm?** At this time, there are no activities for kids under 125cm directly at the tower. There are several walking paths departing from our parking lot that you can explore. We are planning to install a play area with climbing features for smaller children this summer, pending City approval.

**What happens if I fall?** Our harness and lanyard system will only let you fall a short distance before catching you. Once you catch your breath, you can get back onto the element yourself or one of our well-trained Guides can assist you if you're having difficulty. If required, we'll send a simple pulley system out to you and walk you through each step to get you back up and climbing.

**What happens if I get hurt?** While we work hard to minimize the risk to you at the Aerial Park, there is some inherent risk in participating. All of our Guides are certified in First Aid and have gone through extensive training to ensure that we provide the best service we can in case of an injury. If you are hurt on the tower but able to walk, notify a Guide either on the tower or the ground. We will provide first aid. If you are hurt while on an element, call for help and our Guides will lower you to the ground where we can continue first aid and ensure you receive additional assistance, if needed.