

# **The Climbing Works Centre Policies**

## **Supervision of Children & Adults**

**The Climbing Works is a climbing wall & training facility designed for adults. The Mini Works is a climbing wall designed for use by children & adults, NOT a soft play area. As such Novices (all under 14s & inexperienced over 14s, including adults) must be Closely Supervised at all times in both centres to reduce the risk of injury to Novices & other centre users.**

### **Close supervision**

Close Supervision means in full view and within close proximity; close enough to protect, to support and spot, should the child or adult feel unsafe or worse, fall. As the 'Supervising Adult', you must use your experience & training to reduce the risk of injury to the novice and other centre users.

### **'One on the wall'**

While experienced adults & those with the appropriate training are able to supervise up to 2 Novices we recommend a 'one on the wall' policy, particularly for younger novices and those with limited climbing experience. Similarly, it is more difficult for a climber to safely supervise novices whilst they are climbing themselves.

Supervisors must use their experience to determine whether it is appropriate for both novices to be on the wall at the same time or to climb themselves whilst supervising and may be dependent on the age, ability & behaviour of their supervised novices, the experience level of the supervisor, the busyness of the centre & the walls being used (e.g. climbing on the main walls versus traversing the 'kids' boulders at the Mini Works).

### **'Rotating' Supervised Novices**

Customers are not permitted to 'rotate' supervised novices onto the wall, for example 3 novices being signed in by a single supervisor with 1 novice at a time 'sitting out'. Historically this led to issues whereby all 3 Novices ending up on the mats creating a safety risk to themselves and other centre users.

### **Supervisors**

Supervisors should have an existing relationship with climbers / families they are supervising; e.g. friends / relatives. Occasionally when customers have been unable to use the centre due to falling short on supervision ratios, they have attempted to 'canvas' other customers in the centre, or outside in the car park to supervise one or more of their children. Our ratios exist for safety reasons and in our experience, anyone being asked / offering to supervise an extra child who isn't known to them is unlikely to actually do so and instead the original supervisor will be supervising a number of children beyond our allowed ratios.

## **Under 5s**

We have a strict 1:1 supervision ratio for Under 5s (including children off the wall) at weekends and school holidays which are our busiest times. This is to make your use of our centre as positive as possible for yourselves and other centre users as Under 5s can be more difficult to control in a climbing environment (our internal coached sessions start at 5 years for this reason), and balancing the climbing needs of over and under 5s can be challenging as they will likely want to be using different parts of the centre.

## **Non-climbing children**

Our standard supervision policies also apply to non-climbing children, whereby they must be closely supervised at all times and must not move underneath climbers on the walls.

Climbing parents of non-climbing children left off the edge of the mats, for example on the sofas (e.g. reading / using a tablet), should stay in line of sight of their children at all times. The children shouldn't enter the climbing area unaccompanied, as per our Conditions of Use, due to the risk of injury to themselves or another centre user in the event of a fall. As such it is important that the parent is able to attend to their child's needs and ensure that the child is not causing a nuisance to other centre users, and the child can get their attention if required without entering the matted area.

## **Babies**

The Climbing Works welcomes new parents and is keen to facilitate their continued participation in or return to sport, but it's important to us that our facilities are used as safely as possible and with a minimal impact on other centre users.

- Babies (non-mobile 'babes in arms') in chairs / prams must be left off the mats. As per our standard Conditions of Use the mats must be left clear of obstructions due to the risk of injury to falling climbers and in this case the additional risk of injury to the baby as the result of a falling climber.  
They should be in line of sight of their parent at all times so that the parent can attend to them if required; if a parent was climbing on the other side of the centre they may not hear the child crying or choking, which would be distressing for the child, parent, other centre users & our staff.
- We don't recommend holding babies on the mats due to the risk of injury to the baby by a falling climber when the centre is busy. This may be permitted when the centre is quiet or in the Mini Works where the risks are lower, but please check with our staff first.  
If on the mats babies should be held by an experienced adult at all times due to the risk of injury by a falling climber, with the adult as usual ensuring that they stay out of the landing zone of other centre users at all times.