



# Tamworth, Birmingham Event Pack

Cliff Lakes Waterpark  
Tamworth Road  
Cliff  
Warwickshire  
B78 2DL



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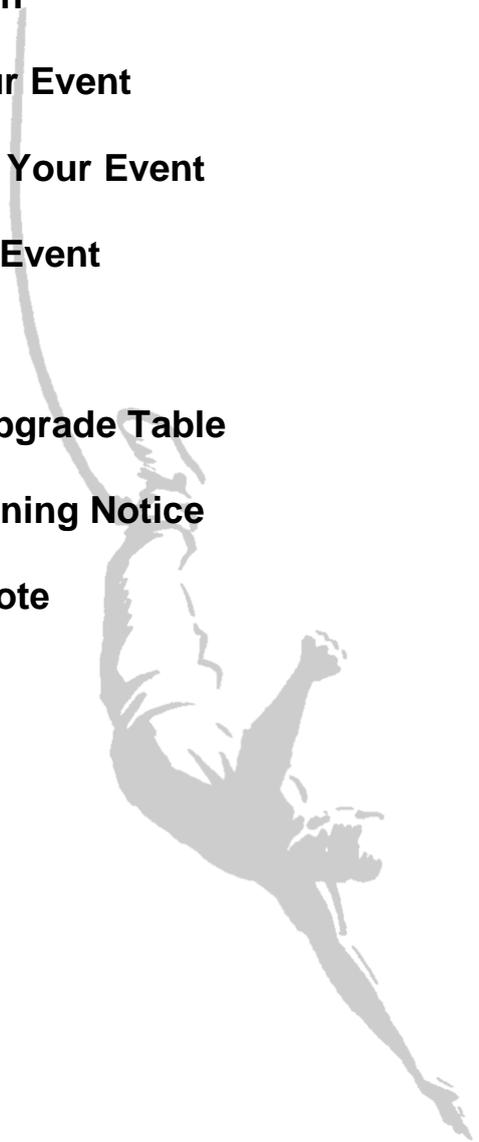
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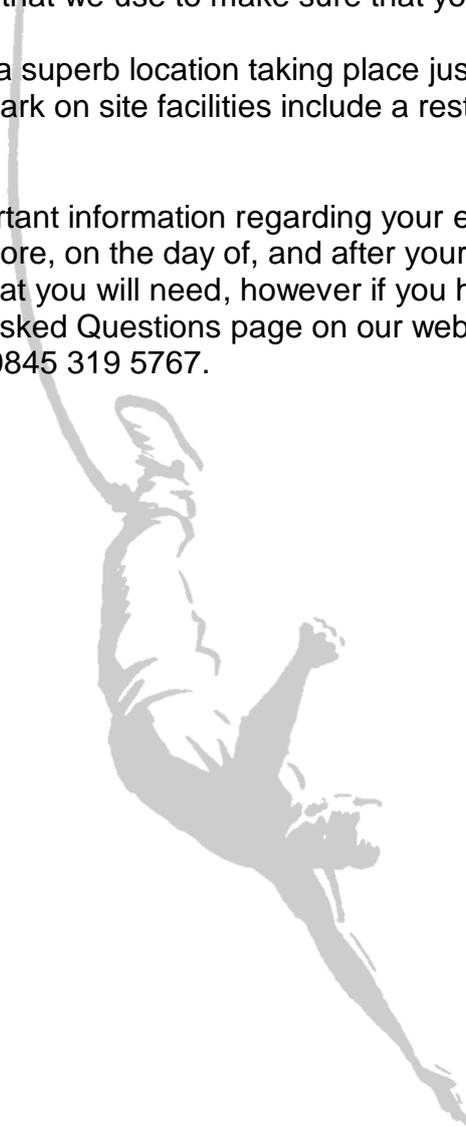
# Introduction

## **Congratulations on booking your UK Bungee Club activity!**

UK Bungee has been providing bungee events to thousands of people for 20 years, allowing us to build a wealth of knowledge that we use to make sure that you have a fantastic experience.

Our event at Birmingham is in a superb location taking place just at the waters edge. Taking place at the Cliff Lakes Waterpark on site facilities include a restaurant and bar making this an enjoyable day for all involved.

This event pack contains important information regarding your event. You will find information and instructions relevant to before, on the day of, and after your event. This pack should contain all of the information that you will need, however if you have any further questions then take a look at our Frequently Asked Questions page on our website ([www.ukbungee.co.uk](http://www.ukbungee.co.uk)) or alternatively call our office on 0845 319 5767.



## Before Your Event

We know that once your event is booked you will be very excited – and rightly so! However below is some information and instructions that you will need to read after you have booked your event. Once you are satisfied that everything is complete then feel free to tell anyone who will listen about your upcoming event!

- ✓ **Confirmation Email**: Check that your confirmation email states the correct location, time and date – we wouldn't want you to turn up at the wrong place! Also check we have the correct contact number for you as we may need to contact you before or on the day of your event.
- ✓ **Voucher**: Check that your voucher is valid for this event by using the Voucher Upgrades Table found on page 7. Please note that once you have made a booking using your voucher, no refunds will be given and voucher validity will be lost in the case of you cancelling your event.
- ✓ **Health Warning Notice**: Read the Health Warning Notice which can be found at the bottom of this pack and make sure that you are fit enough to event. Make sure that you obtain a doctor's note if needed - you will need this if any of the health warning notice applies to you, or you are aged 50 & over.
- ✓ **Accommodation & Transport**: When booking accommodation or transport please check the cancellation policy as UK Bungee cannot be held responsible for any accommodation, transport or other charges that you incur in the case of a cancelled event.
- ✓ **Terms & Conditions**: Make sure that you read our Terms & Conditions found [here](#).
- ✓ **Plan your journey**: We have included directions on page 6, but it is always a good idea to check the time that it will take you to arrive as if you are late we may not be able to accommodate your event.
- ✓ **Changing Your Event Date**: You can change your experience date free of charge within 24 hours of booking. However any changes made to your booking after the 24 hours will incur a £25 rebooking fee per person. Where cancellation insurance has been purchased you may change the date of your booking once free of charge and you must notify us of this change before the start time on the day of your event.
- ✓ **Cancelled Events**: Occasionally we sometimes have to cancel our events due to weather, mechanical failure, low participant numbers and unexpected events. In the week leading up to your event make sure that you check the News section of our website for details of any cancelled events. In the rare event that we do have to cancel your event we will endeavour to contact you as soon as possible and re-arrange your booking for the next convenient date free of charge. Please note that refunds will not be issued for cancelled events

- ✓ Refunds: If you need to cancel please note that refunds will only be issued within 24 hours of booking minus a £10 administration fee. No refunds will be issued after 24 hours of booking.

## The Day of Your Event

Here at UK Bungee we want you to have the best day possible so below is some information that will help to make sure that your day runs smoothly.

- ✓ Arrival: It is important that you arrive 30 minutes before your event time. If you are late and arrive before 3pm then we will try our best to accommodate your event. If you are late for your scheduled event time and arrive later than 3pm then you will not be able to event, no refunds will be given, voucher validity will be lost and you will not be able to reschedule your event. This does not apply to customers who are booked in after 3pm.
- ✓ Duration: We ask you to allow between 2 and 3 hours on site. This allows us to prepare you for your event and hopefully covers any unexpected delays that we may be experiencing on the day.
- ✓ Voucher: If you have redeemed a voucher please remember to bring this with you on the day of your event. Failure to provide your original voucher on the day of your event will result in a deposit being taken to cover the cost of the event. This deposit will be refunded if we receive your original voucher via post within 28 days of your event.
- ✓ Confirmation Email: Please bring your confirmation email on the day as proof of booking. If you have redeemed a voucher you will also need to bring your voucher with you (see above).
- ✓ Spectators: Please feel free to bring as many spectators as you want – the more the merrier!
- ✓ Car Parking Fee: Car parking fees are applicable at this venue.
  - Up to 15 mins: free
  - Up to 1 hour: £1
  - Up to 2 hours: £2
  - Up to 3 hours: £3
  - Up to 12 hours: £5
  - Up to 24 hours: £10
- ✓ Clothing: Make sure that you dress according to the weather – we wouldn't want you to be too hot or cold! It's advised that you dress in comfortable clothes, skirts are not recommended! As you will be placed in ankle harnesses we recommend that you don't wear boots or anything else that might interfere with the harness. Trainers and securely fastened shoes are perfect for bungee eventing, if boots are worn then please be prepared to remove them for your event.
- ✓ Loose Articles: Before you are placed in a harness it is important that you empty your pockets of any loose articles and remove absolutely all pieces of jewellery. If for any reason you are unable to remove a piece of jewellery please speak to a member of staff.

- ✓ Cancelled Events: It is possible that we may have to cancel an event on the day of the event due to weather, mechanical failure or unexpected events. In this case we will contact you on the telephone number provided as soon as possible. It is advised that you call our events information line on 0845 319 5767 (option 2) before you set off for the event in order to check that the event is still going ahead as planned.

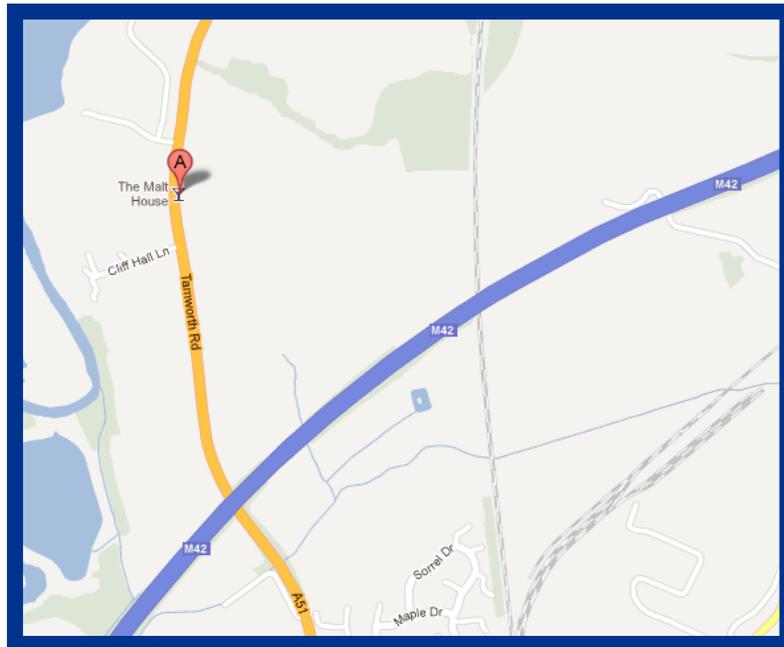
## After Your Event

After your event there are a range of factors that you could be feeling – euphoria, excitement and even disbelief! With the adrenaline coursing through your body it is easy to stroll through the next few minutes in a daze so here are a few points to help make the most of your time after the event.

- ✓ Videos & Photos: Make sure that you pay a trip to our Sales desk to take a look at your picture. Videos & photos are available to buy on the day of your event and make the perfect memory of a fantastic experience!
- ✓ Merchandise: Take a piece of your experience with you and let everyone know that you've completed a Bungee Event by purchasing a UK Bungee hoody! A variety of merchandise is available to pre-order or purchase on the day of your event including t-shirts, baseball caps and jackets.
- ✓ Leave a Comment: If you have enjoyed your experience why not let us know by leaving a comment on our Facebook or Twitter pages! We love to hear from you about your experiences and if you have any pictures to show us – even better! If you would like to leave a review of your experience head on over to Trip Advisor, here at UK Bungee we welcome all feedback and constantly look to improve your experience.
- ✓ Book Again: If you enjoyed your event then why not book another! With 300ft events, Bridge bungee events and Catapults, UK Bungee has a wide range of adrenaline activities for you to experience.



**Map:**



**Driving Directions:**

- Cliff Lakes Waterpark is situated just off the M42.
- To plan your journey visit [www.google.co.uk/maps](http://www.google.co.uk/maps) using the postcode at the front of this event pack.

# Voucher Upgrade Table

✔ = no upgrades to pay

My Voucher Type	Event Choice								
	<i>(Please choose your voucher type from the left hand column and work across to see your voucher options)</i>								
	160ft Bungee Events <i>Various Locations</i>	Bridge Bungee Event	London Bungee Event	300ft Bungee	Indoor bungee Event	Triple whammy	Awesome Foursome	Double Powerfan	Catapult
Voucher Wording "160ft bungee event"	✔	£15	£15	£39	✔	✔	£39	✔	✔
Voucher Wording "Bridge Bungee Voucher"	✔	✔	✔	£24	✔	✔	£24	✔	✔
Voucher Wording "London 160ft Bungee Event"	✔	✔	✔	£24	✔	✔	£24	✔	✔
Voucher Wording "300ft Bungee Event"	✔	✔	✔	✔	✔	✔	✔	✔	✔
Voucher Wording "Tandem 160ft Bungee Event"	✔	X <i>* see notes</i>	£30	£78	X <i>* see notes</i>	X <i>* see notes</i>	X <i>* see notes</i>	X <i>* see notes</i>	✔
Voucher Wording "Lovers Leap"	✔	X <i>* see notes</i>	£30	£78	X <i>* see notes</i>	X <i>* see notes</i>	X <i>* see notes</i>	X <i>* see notes</i>	✔
Voucher Wording "FAB Bungee"	✔	£30	£30	£78	✔	X <i>* see notes</i>	X <i>* see notes</i>	X <i>* see notes</i>	✔
Voucher Wording "Indoor Bungee"	✔	£25	£25	£49	✔	✔	£49	£10	✔
Voucher Wording "Triple Whammy"	✔	£15	£15	£39	✔	✔	£39	✔	✔
Voucher Wording "Awesome Foursome"	✔	✔	✔	✔	✔	✔	✔	✔	✔
Voucher Wording "Double Powerfan"	✔	✔	£15	£39	✔	✔	£39	✔	✔
Voucher Wording "Indoor special offer"	£30	£45	£45	£69	✔	£30	£69	£30	✔
Voucher Wording "Catapult"	£21	£36	£36	£60	£11	£21	£60	£21	✔

\*Notes – Tandem eventers / Lovers leaps / FAB voucher holders

Certain locations cannot accommodate your vouchers however you do have the option to do solo events and experiences, please contact us for further information  
0845 319 5767 [info@ukbungee.co.uk](mailto:info@ukbungee.co.uk)

# HEALTH WARNING NOTICE

## IF IN DOUBT - DON'T EVENT

If you are not in good health you should **NOT** event.

If you have any of the following conditions you **should seek medical advice before eventing.**

1. High Blood Pressure
2. Heart Condition
3. Suffer from Dizziness or Epilepsy
4. Damage to neck, back, spinal column, legs or eyes
5. Asthma
6. Pregnancy
7. Alcohol – If you appear intoxicated you cannot event
8. Medication - please inform us if you are taking any form of medication.

**If you suffer from any of the above but have been given a doctors certificate,  
You will be requested to sign a non standard waiver.  
Please Read it Carefully**

- No under 14's
- 14 and 15 year olds require a parent or guardians permission and signature
- Eventers aged 50 & over are required to have a doctors certificate to comply with our insurance regulations
- Glasses and hard contact lenses cannot be worn
- If wearing boots please be prepared to remove them
- Maximum weight limit for a solo eventer is 120kg (18.9 stone)
- Waist harnesses fit waist size of 40cm (15.7 inches) to 125cm (49.2 inches)



# Doctors Note

**If because of any of the conditions mentioned in the health notice you cannot sign a declaration, you will need to use this form.**

**Notes for guidance of the examining Doctor are given on the next page**

At registration you will be required to sign a declaration to say that you not aware of any present or past medical and/or physical conditions which might endanger yourself whilst participating in the activity of bungee eventing,

If because of any of the conditions mentioned in the health notice you cannot sign a declaration, or if you are aged 50 & over, you will need, obtain the signature of a doctor before you are allowed to bungee event,

**As we at the UK Bungee Club are not medical professionals and are unaware of your medical history if you have any concerns we recommend you print this form and take it to your doctor or GP.**

You will then be required to bring this form with you on the day.

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## DOCTORS CERTIFICATE

**I understand that the applicant wishes to Bungee Event but is unable to sign a declaration due to suffering from one of the above conditions or is aged 50 or over. I have read all the notes overleaf. In my opinion the applicant is physically and mentally capable of Bungee Eventing and it is safe for him/her to do so.**

**Doctors Stamp (If available)**

.....  
**Participant Name**

.....  
**Doctors Signature**

.....  
**Date**

**Notes for guidance of the examining Doctor are given on the back of this form**



## **NOTES FOR BUNGEE/CATAPULT EVENTERS**

Persons involved in Bungee Eventing should have a reasonable standard of physical fitness. In addition to the medical conditions listed overleaf, the following may cause difficulty whilst Bungee Eventing and if you have ever suffered from any of these you are advised to seek medical opinion.

Rheumatic fever. Chronic bone or joint condition. Disorder of the blood, severe anaemia. Chronic ear or sinus disease. Previous major head injury. Any condition which requires the regular use of drugs. Retinal or other chronic eye condition.

## **NOTES FOR THE GUIDANCE OF EXAMINING DOCTORS**

Bungee eventers may experience decelerative and accelerative forces of up to 29 Newton's in the course of their descents. When eventing head first the load is distributed through the shoulder straps of a chest harness or through both legs and hips when using an ankle harness in conjunction with a lower body harness. After eventing and coming to rest they may be suspended in the inverted position for at most 2-3minutes until retrieval is effected.

Bungee eventing can cause strong tachycardia up to 200 beats per minute through the stress it generates. Therefore, the cardiovascular system must be in good condition.

There are a few conditions which may be incompatible with Bungee Eventing. People who are known EPILEPTICS, DIABETICS, DRUG ADDICTS, ALCOHOLICS, or who have SEVERE AND ACTIVE MENTAL ILLNESS may NOT be allowed to Bungee Event unless you consider it safe to do so. A history of skull fracture, concussion, or brain damage should be assessed most carefully. In the case doubt it is strongly urged that expert opinion should be sought.

Further contraindications are:

- Pregnancy
- Slipped discs
- Unstabilised severe hypertension of the arteries
- Congenital or acquired endocardiac lesions
- Problems involving myocardial conduction
- Clinical or electrical abnormalities related to coronary insufficiency
- Cardiac functional deficiencies
- Chronic pneumothorax
- Hernia or recent surgical operations of the abdomen
- Problems involving loss of consciousness without etymological explanation

No person above the age of fifty years will normally be accepted for Bungee Eventing. Exceptions to this rule may be allowed if the person is of a high standard of fitness for his/her age.



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