

# Information for Chepstow

---

## What to do now

### **YOU NOW HAVE 7 DAYS TO SEND YOUR VOUCHER IN**

Now you've made your booking you need to send us your voucher; you have 7 days to do this. You will have a booking reference number (e.g SM123456). Write this number on your voucher and post it to us at the following address.

**SphereMania Ltd, The Bethel, Tape Street, Cheadle, Staffordshire, ST10 1BG**

Please use a small envelope, envelopes bigger than A5 may cost you more to post

The above is the Head Office address, not the venue of your Sphering activity. Please see below for the address you need to go to.

**Please note, if your voucher has not been received by the date of your experience, you will be required to pay a deposit of £40 min. in order to Sphere on the day - when the voucher has been accepted by Head Office, you will be refunded.**

**We cannot accept any voucher which has expired. Your booking will be cancelled until a valid voucher is presented.**

**If you don't have a voucher because you have booked direct, you don't need to send anything to us. Please just print off your confirmation and bring that with you on the day,**

## On the day

On the day of your SphereMania® experience, **you must call our weather line** on **01291 629 901** or **07875 572 521** before you set out on your journey, to check that your Sphering® session is going ahead. Also, make sure that you know where we are, you will have the address and directions attached.

If you have any queries Mon-Fri 9am-6pm, please call the Booking Office on 0844 800 30 45 or email [bookings@spheremania.com](mailto:bookings@spheremania.com), we are also available on Sat 9am-1pm; but if you call us later in the weekend we won't be here – use the site direct number!

## What to bring with you

- Your booking confirmation (emailed to you at the time of booking)
- This information pack; it helps us if you arrive at the right place at the right time.
- Suitable clothes – not your Sunday best, this is an extreme sport.
- A towel and dry clothes if you are Aqua Sphering®.
- Cash – most of our sites offer refreshments, merchandise, and you can usually buy another roll if you'd like!

## What to wear

- Harness/Eclipse Sphering® - comfortable trousers, crew/polo neck t-shirt or jumper, (you will be wearing a full climbing harness, so you should cover your shoulders, neck and midriff.)
- Aqua Sphering® - Long sleeved t-shirt and comfortable trousers. Remember you will be getting very wet!
- High heels, short skirts etc are not a good idea.

- **All SphereManiacs ...***You will need to remove glasses and all jewellery - watch, rings, necklace, piercings etc. No belts, buckles or studs, please! You will be barefoot in the Sphere.*

**Please note...**

Please be aware that there will be other customers booked into the same time slot as you and you will be rolled in the order that bookings were made.

We would estimate that you will be onsite for approx 1 hour, though this time could be more or less depending on various factors.

As Sphereing® is an extreme adventure activity, **one ride is included in the price**, though if you're feeling really brave, ask for a second ride (subject to availability).

**The ride itself lasts for about 30 seconds**

You **cannot** participate in a SphereMania® roll if you are:-

- pregnant
- suffering from high blood pressure, any heart condition or epilepsy
- suffering from, or have ever had, any back or neck problems
- under the influence of alcohol or drugs
- undergoing medical treatment or have had an operation within the past twelve months
- Aqua Sphereing® - under 3ft10ins
- Aqua Sphereing® - less than 7 years old (Parental consent is required up to the age of 18)
- Harness or Eclipse Sphereing® - under 4 ft
- Harness or Eclipse Sphereing® - less than 12 years old (Parental consent is required up to the age of 18)
- exceeding 18 stone (NB. max girth 60 ins)
- any history of broken bones, or suffer from migraines/headaches or have had whiplash

The business judgment of customer weight/height (or any other restriction) is final and may be decided upon by SphereMania® staff on the day of the ride.

**You reserve the right to make amendments to this booking within 7 days from the date of placing the booking. If there are fewer than 7 days prior to the activity, you have 24hours to make amendments.**

It is the customer's responsibility to arrive at the SphereMania site at the specified date and time. The directions suggested, are only intended as a guide. The customer must be present at the site address at the correct date and time, using their own navigation. Failure to do so will invalidate your voucher and no refunds or rebookings can be made, sorry.

**In the unlikely event that a site needs to cancel the activity (adverse weather conditions, health&safety risks etc.) it is the responsibility of the customer to contact the SphereMania Booking Office to rebook. Customers cannot rebook with individual sites and sites will not contact the customer to rebook. The rebooking must be made by the customer within 28 days from the cancelled activity. Rebooking due to site cancellation can only be auctioned by emailing [bookings@spheremania.com](mailto:bookings@spheremania.com) or calling the SphereMania Booking Office on 0844 800 30 45 (Mon-Fri 09.00 – 18.00, Sat 09.00 – 13.00)**

# Directions for Chepstow

---

## Address for SphereMania® Chepstow:

Chepstow Outdoor Activity Centre, Tump Farm, Sedbury, Chepstow NP16 7HN

## Directions

### From M4

- Chepstow Outdoor Activity Centre is fairly easy to find, located a short distance away from the **old** Severn Bridge
- After coming over the Severn Bridge (from England) follow the signs to Chepstow
- Go right at the roundabout, taking the A48 through Chepstow, passing Tesco on your right hand side
- Go to the bridge leading into Gloucestershire and turn right just after, heading towards Sedbury
- Keep following the signs for Sedbury and, after passing a Post Office on your left hand side, the road bears round to the left
- Turn left just before the road bears to the right
- Continue down this road until you see the sign for Chepstow Outdoor Activity Centre on your right hand side.

**N.B** The Sphereing site is located about a mile from the Centre. If you wish to go straight there, please use the NP16 7EX postcode for SatNavs. Directions are the same as above except ,, after passing the Post Office, follow the road around to the right and turn sharp left at the top of the hill, before Beachley sign.

*Look out for SphereMania signs with arrows*

### From England

If you are coming from England on the A48 through Lydney, you will see the sign for Sedbury on your left hand side as you see the bridge into Chepstow just in front of you.

### On the day

On the day of your SphereMania® experience, **you must call our weather line on 01291 629 901 or 07875 572 521** before you set out on your journey, to check that your Sphereing® session is going ahead.

Make sure you know where you're going.

If you have any queries Mon-Fri 9am-6pm, please call the Booking Office on 0844 800 30 45 or email [bookings@spheremania.com](mailto:bookings@spheremania.com), we are also available on Sat 9am-1pm; but if you call us later in the weekend we won't be here – use the site direct number!

# Terms & Conditions

---

In this document the following expressions mean:

- The Business - SphereMania® Ltd.
- The Customer – One or Two riders (Harness Sphering®) One, Two or Three riders (Aqua Sphering®) Two riders (Eclipse Sphering®) per roll
- Valid Prepay SphereMania® voucher - A voucher which has been purchased from SphereMania® Ltd. or other Activity providers on the date and time specified.

The SphereMania® voucher is valid for an activity date up to the expiry date (Gift company vouchers may vary.)

The SphereMania® (direct) voucher is purchased online or through the SphereMania® Booking Office.

The Sphering season operates between April-September annually.

Vouchers must be used for an activity date that is prior to the expiry date.

## Refunds of Goods and Services

For refunds, you have the right to return any goods bought directly from SphereMania Ltd within seven days of receipt and a refund will be paid - minus the admin expenses SphereMania® has incurred. (There are no refunds available from seven days after purchase, sorry - this is in relation to direct purchases through SphereMania® Ltd.)

SphereMania® cannot be liable for the cost of your postage or pre-booked accommodation/transport costs. All refunds will be made to the person who purchased the voucher/time slot. To request a refund you need to email [headoffice@spheremania.com](mailto:headoffice@spheremania.com) or telephone the Booking Office on 0844 800 30 45 (Mon-Fri 09:00-17:00) so the date of your refund is registered.

On production of a valid prepaid SphereMania® or other Activity provider voucher, the customer reserves the right to **one roll** subject to the following terms and conditions.

The customer **cannot** participate in a SphereMania® roll if they :-

- are Pregnant
- suffer from migraines / headaches or have ever had whiplash
- suffer from high blood pressure, any heart condition or epilepsy
- suffer from, or have ever had, any back or neck problems
- have ever had any broken bones, have osteoporosis, have OI or have any other weakness of bones
- have any upper or lower limbs absent (arm, hand, leg, foot)
- are under the influence of alcohol or drugs
- are undergoing medical treatment or have had an operation within the past twelve months
- are under 7 years old, or more than 65 years old - Aqua Sphering®
- are less than 12 years old or more than 60 years old - Harness or Eclipse Sphering®
- are under 1.4 metres tall - Harness or Eclipse Sphering®
- exceed 18 stone in weight (maximum waist girth 60 inches)

**Please note : Parental Consent is required for any participant under 18 years old.**

The business judgment of customer weight/height (or any other restriction) is final and may be decided upon by SphereMania® staff on the day of the ride. If you suffer from any other conditions and are in doubt of your participation please contact SphereMania® Ltd prior to/immediately upon making your booking.

All participants are required to sign a Statement of Risk which must be signed in front of our staff before you can Sphere. False information could affect the safety and security of the staff and customer and invalidate insurance.

It is the customer's responsibility to arrive at the SphereMania® site at the specified date and time. The directions suggested, are only intended as a guide. The customer must be present at the site address at the correct date and time, using their own navigation. We are sorry, but failure to do so will invalidate your voucher as the slot has been reserved for you.

## Making amendments to a booking – no charge

The following amendments can be made with no extra charge, within 7 days of making a booking – these amendments can only be made within the terms and restrictions of the voucher used.

(If there are fewer than 7 days between making your booking and the activity date, you have 24hrs in which to make these amendments.):



- ✓ Amend the date
- ✓ Amend the location
- ✓ Amend the participant details

(Participants must be within the 'Fit to Sphere?' health&safety rules.)

Please email [bookings@spheremania.com](mailto:bookings@spheremania.com) to make these amendments.

#### **Making amendments to a booking – with a charge**

If you would like to make amendments to a booking outside of the above terms, this can usually be done by requesting to purchase the Cancellation Cover Scheme.

There are two rates for the purchase of the Cancellation Cover Scheme :

- a) Cancellation Cover Scheme (before) – purchased at time of making the booking £14.99
- b) Cancellation Cover Scheme (after) – purchased after making a booking £19.99

#### The terms of the 'Cancellation Cover Scheme' are as follows :

The Cancellation Cover Scheme can be used to rebook a 'like-for-like' activity date by the purchaser for the booking it is linked to prior to/on the day/up to 7 days after the activity date for any of the reasons below :

1. Illness preventing the participant's attendance
2. Should there be failure of public transport services or the failure of personal transport to deliver the participant to the site of the event.
3. The illness or death of a close relative, preventing attendance.

The 'Cancellation Cover Scheme' can be used **once** to amend a booking.

The location may not be able to be amended.

Purchase of the 'Cancellation Cover Scheme' can be requested up to 7 days after an activity date.

Please call 0844 800 30 45 (Mon-Fri 09:00-17:00) to request to purchase the Cancellation Cover Scheme.

*In the event that a site needs to cancel the activity (adverse weather conditions, health&safety risks etc.) it is the responsibility of the customer to contact the SphereMania® Booking Office to rebook. Customers cannot rebook with individual sites and sites will not contact the customer to rebook. Rebookings cannot be made online. The rebooking must be made by the customer within 28 days from the cancelled activity. Rebooking due to site cancellation can only be actioned by emailing [bookings@spheremania.com](mailto:bookings@spheremania.com) or calling the SphereMania® Booking Office on 0844 800 30 45 (Mon-Fri 09:00-17:00)*

SphereMania® Ltd. reserves the right to cancel operations or bookings for any reason which may affect the safety and security of the customer or staff. Sphereing® is a weather dependent activity.

The weather-check line number, specific to the site the booking is for, must be called on the day of the event by the customer to confirm the session is going ahead. This number can be found in the information sent at the time of making the booking, or at [www.spheremania.com](http://www.spheremania.com) by selecting the location and downloading the relevant PDF document.

SphereMania Ltd. is not responsible for any damage or loss to customer property at the site.

© SphereMania Ltd. 2011