

Information for NorthWales Chester

What to do now

Now that you have chosen your time, date and location, your booking is almost done! Now we need your voucher. You will have a booking reference number (e.g LWH2-12345) your unique booking reference number is found on your email confirmation. Please write this number on your voucher and **post it to us at the following address** :

SphereMania Head Office, The Bethel, Tape Street, Cheadle, Staffordshire ST10 1BG

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

NB. The above address is the Head Office address and not the venue where your Sphereing activity will take place! Please see below for the address you need to go to.

Please send your voucher Recorded Delivery to ensure its safe arrival.

(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 on site in order to Sphere on the day - when the voucher is received, you will be refunded.)

If you do not have a voucher because you have booked direct, you don't need to send anything to us, so please just print off your confirmation and take that along with you on the day.

On the day

On the day of your SphereMania® experience, **you must call the weather check line on 07890 114 933 before you set off from home**, to check that your Sphereing® session is going ahead. The address and directions for the venue can be found below.

If you have any queries *Mon-Fri 9am-6pm, Sat 9am-1pm* please call the Booking Office on 0844 800 30 45 or email bookings@spheremania.com

N.B. The Booking Office will not be available at Weekends or Bank Holidays, so please use the site's direct number, shown above.

What to bring with you

- Your booking confirmation that has been sent with this information.
- Suitable clothes – not you're Sunday best, this is an extreme sport!
- A towel and dry clothes if you are Aqua Sphereing®.
- Money – some of our sites may offer refreshments and merchandise, and you can usually buy another roll if you'd like one!

What to wear

- Harness/Eclipse Sphereing® - 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 Sphereing® - Long sleeved t-shirt and comfortable trousers. Remember you will be getting very wet!
- **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 approximately 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, you could purchase further rides on the day (subject to availability.)

The ride itself lasts for approx. 30 seconds.

The customer **cannot** participate in a SphereMania® roll if they 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® - less than 7 years old (Parental consent is required up to the age of 18)
- Harness / Eclipse Sphereing® - under 1.4m
- Harness / 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)

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. N.B. If there are fewer than 7 days prior to the activity date, you have 24hrs 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 actioned by emailing bookings@spheremania.com or calling the SphereMania® Booking Office on 0844 800 30 45 (Mon-Fri 0900-1800, Sat 0900-1300)

Directions for NorthWales Chester

Address for SphereMania® NorthWales Chester

Bryn Coch Farm, Whitford, Holywell, Flintshire, CH8 8SN

Directions

From M6:

- Exit M6 at j20, take M56 towards Chester/Runcorn
- Continue onto the A5117, and onto the A550 entering Wales
- Follow A494 (signs for Mold / Yr Wyddgrug / A494 / Conway / A55)
- Continue onto the A55 and exit at j31 (towards Prestatyn / A5151 / Caerwys / B5122)
- At roundabout take 3rd exit onto A5151 (go through another roundabout)
- After just over half a mile take the 2nd exit at the roundabout, and at the end of the road turn right

Take the 1st right (after about half a mile)

On the day

On the day of your SphereMania® experience, **you must call the weather check line on 07890 114 933 before you set off from home**, to check that your Sphereing® session is going ahead. The address and directions for the venue can be found below.

If you have any queries *Mon-Fri 9am-6pm, Sat 9am-1pm* please call the Booking Office on 0844 800 30 45 or email bookings@spheremania.com

N.B. The Booking Office will not be available at Weekends or Bank Holidays, so please use the site's direct number, shown above.

SphereMania® Terms & Conditions

In this document the following expressions mean:

- The Business - SphereMania® Ltd.
- The Customer – One or Two riders (Harness Sphereing®) One, Two or Three riders (Aqua Sphereing®) Two riders (Eclipse Sphereing®) 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 six months from date of issue (Gift company vouchers may vary.) The season operates between April-September annually (selected sites may offer 'Winter Sphereing®')

The SphereMania® (direct) voucher has to be purchased online or through the SphereMania® Booking Office.

All Sphereing® vouchers/experiences/rolls must be paid for in full at the time of purchase.

(Refunds of goods)

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.

(Refunds of 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.

All refunds will be made to the person who purchased the goods/service.

To request a refund you must email headoffice@spheremania.com or fax 0844 800 93 65 or post it to SphereMania Ltd; The Bethel, Tape Street, Cheadle, Staffordshire ST10 1BG to register the date of your refund request.

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
- 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® - less than 7 years old (Parental consent is required up to the age of 18)
- Harness / Eclipse Sphereing® - under 1.4m
- Harness / 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)

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

Are you under 18?

If so, we require your Parent's/Guardian's written consent before you take part – the Statement of Risk must be completed on your behalf by your Parent/Guardian, or you will need to provide a letter of consent from him/her.

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.

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.

You reserve the right to make amendments to this booking within 7 working days from the date of placing the booking.

On making your booking with SphereMania® (this includes booking a time slot and paying SphereMania®, or redeeming a gift company or SphereMania® voucher with us) **please be aware that this booking is binding and final if there are fewer than 7 working days prior to the booked event.**

If you chose to purchase the Cancellation Cover Scheme at the point of placing your booking, please find the terms below:

Our special 'Cancellation Cover Scheme' allows you to transfer to another date, within the voucher expiry date, free of charge, subject to the reason meeting the conditions listed below:

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

All claims must be supported by documentary evidence.

In the event that a site needs to cancel the activity (adverse weather conditions, health&safety risks etc.) it is the sole 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 actioned by emailing bookings@spheremania.com or calling the SphereMania® Booking Office on 0844 800 30 45 (Mon-Fri 0900-1800, Sat 0900-1300)

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 subject to weather conditions. It is the Customer's responsibility to contact the SphereMania® site before setting off for the event, using the contact number received on the confirmation email at the time of booking.

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

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