

# Information for SouthWales Llanelli

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## 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 CHH2-12345). 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

We really do need your voucher; otherwise your booking can't be completed. So make sure you take care in posting it, use the right postage (we recommend that you send it recorded delivery, just to make sure). Use a small envelope, envelopes bigger than A5 may need more than a 1<sup>st</sup> class stamp.

*(Please note, if the site has not received your voucher 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 is received, you will be refunded.)*

## On the day

On the day of your SphereMania® experience, you'll need to **call our weather line on 0844 800 30 45 or 07932 99 66 20** before you set out on your journey, to check that your Sphereing® session is going ahead. Also, make sure that you know where we are, you will have the address and directions attached.

Please be aware that there will be a small charge to enter the Pembrey Country Park. This will allow you access to the rest of the park for the whole day

If you have any queries Mon-Fri 9am-5pm, please call the Booking Office on 0844 800 30 45 or email [bookings@spheremania.com](mailto:bookings@spheremania.com), however, if you call us at the weekend we won't be here – use the site direct number!

## What to bring with you

- THIS INFORMATION PACK (emailed to you at the time of booking), also available at <http://www.spheremania.com/our-locations/> - this is just for your information, 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 Sphereing®.
- Cash – (there is a small charge to enter the national park itself) most of our sites offer refreshments, merchandise, and you can always buy another roll!

## 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!
- High heels, short skirts etc are not a good idea.

- **All SphereManiacs ...***You will need to remove 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 – our staff have a list of who is booked in at what time, so be patient and don't push in.

If we are really busy you might be asked to wait, though our guys will aim to roll you within the half hour time slot you have been allocated. If you are asked to wait, get a coffee, chill out and watch the good times roll.

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 - 1 minute, and the run is 150m-250m long. However this will vary as all our sites are different.**

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® - 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)

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.

When you made your booking with SphereMania® you were offered £15 Cancellation Cover. If you didn't take this you should know that you can't change it.

**The booking is binding and final. No cancellations or amendments can be made upon this booking after 24 hours from when the booking was made. Once the slot has been reserved for you and your voucher redeemed, this date, time and location cannot be amended (this includes booking and paying with SphereMania®, or redeeming a gift voucher with us.)**

**If it is the SphereMania® site that cancels your activity (adverse weather conditions, health&safety risks etc.) then you may re-book. The site can't re-book for you, so you should do this via the SphereMania® booking office within 28 days of the cancellation. You should email [bookings@spheremania.com](mailto:bookings@spheremania.com) or call 0844 800 30 45 (Mon-Fri 0900-1700). Requests for rebooking after 28 days may not be accepted.**

# Directions for SouthWales Llanelli

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## Address for SphereMania® SouthWales Llanelli:

Pembrey Country Park, Dyfed, SA16 0EJ

**Please be aware that there will be a small charge to enter the Pembrey Country Park. This will allow you access to the rest of the park for the whole day**

## On the day

On the day of your SphereMania® experience, you'll need to **call our weather line** on **0844 800 30 45** or **07932 99 66 20** before you set out on your journey, to check that your Sphering® session is going ahead.

Make sure you know where you're going, and remember that there is a small charge to enter the national park itself.

If you have any queries Mon-Fri 9am-5pm, please call the Booking Office on 0844 800 30 45 or email [bookings@spheremania.com](mailto:bookings@spheremania.com), however, if you call us at the weekend we won't be here – use the site direct number!

# Terms & Conditions

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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 ten months from date of issue (Gift company vouchers may vary,) though the season operates between April-September annually. **The activity must be taken within the season and cannot be used for an activity after its expiry date (so vouchers expiring out of season...September-April...must be used before the end of the previous season.)**

**The SphereMania® season generally operates between April and September each year.**

The SphereMania® (direct) voucher has to be purchased online or through the SphereMania® Booking Office. All Sphering® vouchers/experiences/rolls must be paid for in full at the time of purchase.

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 booking expenses SphereMania® has incurred. There are no refunds available from seven days after booking - this is in relation to direct bookings through SphereMania® Ltd. SphereMania® is not 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 MUST email or call so we can 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 Sphering® - under 3ft10ins
- Aqua Sphering® - less than 7 years old (Parental consent is required up to the age of 18)
- Harness or Eclipse Sphering® - under 4 ft
- Harness or Eclipse Sphering® - 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. If you suffer from any other conditions and are in doubt of your participation please contact SphereMania® Ltd.

All participants are required to sign a waiver (disclaimer) This 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. Failure to do so may invalidate your voucher.

# Terms & Conditions (cont.)

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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.**

**No cancellations or amendments can be made upon this booking (after 24 hours from when the booking was made - we require an email sent to us within 24 hours to advise us of any changes that need to be made.)**

**Once the slot has been reserved for you and your voucher redeemed, this date, time and location cannot be amended.**

**N.B. If you have purchased the 'Cancellation Cover Scheme' the above three points do not apply.**

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

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. The death, accidental bodily injury, illness, compulsory quarantine, redundancy or summoning to court of the insured person.
2. The death, accidental bodily injury, illness of a close relative or business associate of the insured person.
3. Major damage or burglary at the insured person's home or place of business.
4. 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.

All claims must be supported by documentary evidence.

*The 'Cancellation Cover Scheme' is available to purchase if there are more than 28 days left before the activity date.*

**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](mailto:bookings@spheremania.com) or calling the SphereMania® Booking Office on 0844 800 30 45 (Mon-Fri 0900-1700) Any requests for rebooking after this time period will not be accepted.**

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 and is most commonly affected by heavy rainfall, high or gale force winds. If the customer is in any doubt about the weather conditions please contact the appropriate SphereMania® site 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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