



# Terms & Conditions

## **Using Les Ormes facilities**

Separate agreements will be formed for activities and sports not included in the price of your holiday. A range of facilities and activities which you may purchase separately are detailed in the welcome pack sent to you and on our online booking service. These may be booked before your break or following your arrival at the resort. All facilities and activities (including those contained within the price of your break) are subject to availability. We operate a "first come-first served" policy so we cannot guarantee that you will be able to book a particular facility/activity for a specific time or at all.

Activities that take place outdoors are provided subject to appropriate weather conditions prevailing at the time the activity is to take place. We will not pay compensation where facilities/activities are unavailable or fully booked. You must ensure that any activity or facility selected by any member of your party is suitable for those who are taking part. You must use Les Ormes facilities in accordance with guidance and instructions given to you by Les Ormes staff or notified by health and safety signage. When using any of the activities in Jump Jersey, including trampolines, soft play, climbing walls, Ninja Warrior and Total Wipeout, children under 18 must be supervised by an adult at all times. Failure to abide by this policy may result in your booking being curtailed immediately without refund.

## **Payment for all pay and play sports and activities**

All sports and activities must be paid for in full and all payments are non-refundable and non-transferable. On arrival you must check in at a reception prior to going to your activity, bringing with you your customer confirmation and membership card if you are a member. Failure to do may result in us denying you access to our facilities.

## **Re-sale of Les Ormes facilities and products**

Les Ormes facilities and products are for the sole use of the person or club booking that facility or activity. You cannot book Les Ormes facilities to resell in whole or part to a third party, without prior permission from Les Ormes in writing. Breaching this term may result in your booking being cancelled without a refund. All third-party providers must provide us with relevant documents in relation to qualifications, health and safety, first aid training, DBS and safeguarding.

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## **Age restrictions**

Children under the age of 12 must be accompanied by an adult this adult is deemed to be the child's parent, guardian or carer and must be a person aged 18 years or over. Children under the age of 12 must be supervised at all times within the below adult to child ratios; Ages 5 years to under 12 years old, inclusive one adult to no more than 5 children. Newborn to 5 years inclusive, one adult to one child. Please note children under 8 years must be accompanied by adults in the toilet areas.

## **Attire for using Jump Jersey Equipment**

You must wear Jump Jersey socks with rubber grips at all times when using Jump Jersey Trampolines, Inflatables, Ninja Warrior and Total Wipeout. Training shoes must be worn when using Jump Jersey Climbing Arena. Regular socks must be worn for Jump Jersey's toddler and adventure soft play areas. Suitable attire must be worn at all times when using Jump Jersey equipment.

## **Weight restrictions**

You will not be able to use Jump Jersey equipment if you exceed the manufacturers recommends a maximum weight for that piece of equipment · Trampolines and Inflatables max weight 120KG (18 Stone) · Climbing arena, you must be over 15kg under 120kg.

## **Medical conditions**

You must not use Jump Jersey equipment if you have one of the following conditions unless cleared to do so by your GP. We reserve the right to prevent you from using Jump Jersey equipment where we reasonably believe you may have one of these conditions and cannot show documentary evidence from your GP that you are medically fit to use Jump Jersey Equipment.

- Circulatory conditions
- Heart or lung conditions
- Recent surgery
- Back or neck conditions (including rodged back and brittle bones)
- High blood pressure
- Spine, musculoskeletal or head injury
- Pregnancy Les Ormes is an inclusive business, however, your safety and wellbeing is our priority, therefore; Customers with Down's Syndrome and neck instability prior to taking part in such activities, will be asked to obtain evidence that a GP or paediatrician has screened them using the screening test developed by the British Gymnastics Association for AtlantoAxial Instability.

Approval for participation signed by the GP or paediatrician shall be provided before taking part in any trampolining activities. Customers with Achondroplasia (disproportionate Dwarfism) should not participate in trampolining as it is not recommended to perform gymnastics skills that involve repeated jumping or rebounding.

## **Height Restrictions**

Minimum, and in some circumstances, maximum height restrictions apply:

- Ninja Warrior Course minimum of 1.2 metres
- Total Wipeout Machine minimum of 1.2 metre
- Airbag Jump Tower minimum of 1.2 metres
- Climbing area (including Power Tower and Stairway) minimum 1 metre
- Adventure soft play area maximum of 1.4 metres
- Toddler trampoline area maximum of 1.2 metres

## **Standards of behaviour**

You and those under your control must act in a way that does not endanger yourself or others. You must follow and obey all reasonable instructions given by Jump Jersey staff. Your general behaviour and that of persons under your control must not spoil the peaceful enjoyment of other Jump Jersey users.

## **Breach of term and conditions**

If you breach any of Jump Jersey's terms and conditions, you will be asked to leave Jump Jersey with immediate effect without a refund.

## **Jump Jersey no show**

If you book a slot with your membership and don't check in for that slot, we will charge your stored debit or credit card at the full online rate for that slot. Please make sure you check in at the Jump Jersey reception and view the briefing session before you start your activity.

## **The Contract**

All contractual obligations arising from this contract come into existence in Jersey and are subject to the jurisdiction of the Jersey Courts.