



Access Statement.

For Participants with Additional Needs

Our aim is to provide an activity, which is as inclusive as possible from 3 years of age onwards for participants in our high net activity.

Whilst the design of the nets helps to enable this, with netted sloped access, it is important to state that it is physically challenging. In particular, we recognise that for some people with special needs they may require additional support and / or level of supervision to ensure their safety throughout.

However, for some, even with additional support, the risks involved may be too great and prevent them from participating. The following statement helps to guide carers and people with additional needs to plan their visit to Treetop Nets.

Where additional supervision is required – (beyond Treetop Nets normal supervision requirements) we operate a **'carer goes free'** policy.

Physical Ability

Treetop Nets is physically demanding, requiring a degree of physical fitness and co-ordination to manoeuvre around the nets.

In addition, all participants need to be able to gain access into the nets via a netted 30m slope for the under 7's area and a 170m walkway going up to 10m in height for our main netted area with walkways off into zoned areas. There are also a number of netted slides and tunnels but these are optional for those who feel adventurous and able.

Mental Maturity

Before starting, all customers undergo a pre-course safety brief.

It is important that customers are able to understand and apply this. Failure to do so may result in serious injury or fatality.

The pre-course brief takes approximately 5 minutes. If a participant is unable to remain attentive during this period and apply the knowledge independently then the activity is unsuitable for them.

Risk Assessment

It is important to note that the recommended safety supervision ratios, which are set out in our terms and conditions may not be appropriate for participants with additional needs.

Our Treetop Nets staff are not medically qualified to be able to advise on the assistance needed for any special needs. Therefore, it remains your responsibility to assess the activity prior to participating.

We can offer you written risk assessments, but strongly advise you to visit Brockhole in advance to carry out your own specific risk assessment and /or consult a doctor for advice.

Although we are unable to set a definitive risk assessment for special needs we have considered the following:

- **Psychiatric Conditions**

The following conditions prevent participation on Treetop Nets due to any possible adverse effects of medication and the risk of unpredictable behaviour.

- Any acute psychosis
- Chronic Schizophrenia
- Hypomania / Mania

- **Behavioural / Learning Difficulties**

For the following, we require a strict ratio of one responsible adult to one participant with Behavioural or Learning difficulties; this is to ensure the safety of participants on the Nets.

- Severe Learning difficulties;
 - * All severe developmental disorders – including Asperger's Syndrome, Autism, Severe Communication Disorders, Attention Deficit and Hyperactivity Disorder; and
 - * All severe behaviour disorders – including Personality Disorders, Non-Epileptic Seizure Disorder and Post Head Injury Disorder.

- **Physical Disability**

We have highlighted the physical requirements above. However, we have managed to accommodate the following parties:

- Visually Impaired Participants – with a ratio of one fully sighted adult to one Visually Impaired participant
- Hearing impaired – Our Safety Rules and advice for the Nets are available in written form on site.
- 1 missing upper limb – it is possible to take part in the net activity without the use of both arms.
- Limited mobility – the nature of the nets does not necessarily require you to move around on your feet it can be equally exciting to roll, crawl or lay on the nets.

Site Access & Facilities

Treetop Nets is situated to the left of Lightwater Valley Car Park upon entrance.

Disabled parking is also available.

There is ramped access into and out of Treetop Nets Reception.

In Treetop Nets reception there is also a café run by Lightwater Valley, disabled toilets and Tourist Information all of which have disability access.

Assistance dogs are welcome on the Brockhole Site as well as on the ground in the Treetop Nets enclosure for supervising Adults

Conclusion

If your completed risk assessment concludes that a participant with additional needs would be able to take part with additional support and /or supervision please contact the site manager before booking.

We believe in making adventure accessible for as many people as possible, and we will do our best to make this happen. However, we are responsible for the health and safety of all our customers and staff, and there may be limitations to the level of individual support that we can offer.

Alternatively, if you are unsure of the suitability of this activity for your group we would be happy to accommodate a site visit to discuss with you further and show you the facilities.

We recognise this might not be practical and have therefore added images to our website which shows the facilities in use and the types of challenges you will encounter, please take the time to review this and speak to us if you think your group may require any additional support prior to making your booking.