



treetoptrek

Access Statement.

For participants with additional needs

Our aim is to provide an activity to enable anyone from 5 years onwards to participate in our high wire adventure. Whilst the design of the course and nature of our safety equipment helps to enable this, it is important to state that the course does have aspects that are physically and mentally challenging. In particular we recognise that for some people with special needs may need additional equipment and /or level of supervision to ensure their safety throughout. However, for some, even with additional equipment, the risks involved maybe too great and prevent them from participating. The following statement helps to guide carers and people with additional needs when planning a visit to Treetop Trek.

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

Physical ability

Treetop Trek's high wire adventure is physically demanding, requiring a degree of physical fitness and co-ordination to manoeuvre over and round the elements and obstacles on the course. In addition, all participants need to be able to gain access to the first floor in the tower for the Green Trek (20 steps) to start the course, and to second / third floor for the Blue Trek /Triple Zip (an additional 40 steps to the top zip from Green Trek). Once in the tower, participants will be attached safely to the Continuous Safety Cable (CBS) by the instructor which requires no effort on their part other than to manoeuvre the CBS around the course. During the course participants also have to complete zip wires safely without physical assistance.

Please note: for customers physically unable to complete the treks, we may be able to schedule a Triple Zip Wire only session. This activity requires significantly less mobility as customers can be lifted to the launch platform and assisted at the landing area. These are not normally available as a stand-alone activity and need to be arranged in advanced with the site manager.

Mental Maturity

Before starting, all customers undergo a pre-course safety briefing. It is important that customers are able to understand and apply this. Failure to do so may result in serious injury or death. The pre course brief takes approximately 30 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 set out in our terms and conditions may not be appropriate for participants with additional needs. Nor are the Treetop Trek staff 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 additional needs we have considered the following:

- **Psychiatric Conditions**

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

- Any acute psychosis
- Chronic Schizophrenia
- Hypomania / Mania
- Severe anxiety / severe depression

- **Learning / behavioural disorders**

For the following we will usually require a ratio of one responsible adult to one vulnerable participant to ensure the safety of the vulnerable customer on the Green Trek. The Blue Trek has additional zip wires. Consequently, we require two accompanying responsible adults one on either side of the vulnerable customer.

- Severe Learning disorders;
 - * 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:

- Blind Participants – with a ratio of one fully sighted adult to one blind/partially sighted participant on the Green Trek and a ratio of Two to One on the Blue Trek. We only require a ratio of one to one on the Green Trek as the course design enables the adult to be on a separate line to the other participant, enabling them assist both in front or behind as necessary.
- 1 missing upper limb – the safety system and course design makes it possible to go around the course without the use of both arms.
- 1 missing lower limb – we provide chest harness but advice that you follow the recommendations below.
- Through the use of a hoist we have been able to provide Zip only experiences to individuals with limited mobility.

Prosthetic Limbs

We have had participants take part with prosthetic limbs who have made the following comments and suggestions.

- Ensure it is securely attached or remove the prosthetic limb (depending on the nature of the limb and attachment), to avoid it “falling off” and hitting someone below.
- Try where possible to land backwards on the zip to take the pressure off your leg. Ask an instructor how to ‘rotate on a zip’.
- Go on an ‘off peak’ time (weekdays during term time) so you can take the course at your own pace.
- Let the onsite Duty Manager know so they are able to offer assistance if necessary.

Site Access & Facilities

Treetop Trek is situated at the entrance of Brockhole Visitor Centre where you will find a café, shop, disabled toilets and Tourist Information all disability friendly. There is also a disabled access toilet 20 yards from Treetop Trek reception. Please note there is ramped access to both Treetop Trek and Brockhole Visitor Centre.

Disabled parking is also available 20 yards from Treetop Trek reception, charges do apply.

Conclusion

If your completed risk assessment concludes that a participant with additional needs would be able to take part with additional equipment and /or supervision and /or time to complete the course please contact the site manager before booking. We believe in making adventure accessible for all, 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 members 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 a video link on the home page of 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.