



CELTIC MANOR
RESORT

FOREST JUMP

FREQUENTLY ASKED QUESTIONS

1. What is Forest Jump?

Forest Jump is an exhilarating treetop adventure. Suspended from wire by the Clic-iT Safety System, participants will undertake a series of giant obstacle courses up in the trees using ladders, walkways, bridges and tunnels made of wood and rope, concluding with a zip line.

For our younger adventurers or as an alternative to the high ropes course, the low ropes course consisting of 16 elements is situated just a couple of metres above the ground.

2. Where is the course located?

The course is located at The Celtic Manor Resort, in woodland adjacent to the Resort Hotel which is situated in the beautiful Usk Valley, two minutes from Junction 24 of the M4 in South Wales.

3. How many courses are there?

There are two courses located at the Resort, a 30 element high ropes course staged 12m above ground level and a 16 element low ropes course staged around 2m above ground level. There is also a Pole Climb Challenge situated 18m above ground level.

4. How much does it cost?

Please see our website for full details of prices and options available.

5. Do I need to book in advance?

We recommend that you book in advance as we are particularly busy at peak times which tend to be during weekends and school holidays.

Simply book online at celtic-manor.com or call our Guest Activities Team on 01633 410587.

Our booking line is open 8.00am - 8.00pm Monday to Friday and 8.00am - 6.00pm on Saturdays, Sundays & Bank Holidays.

Full pre-payment will be taken at time of booking.

A 7-day cancellation policy applies for all bookings, in the event that you cancel within this period NO refund will be offered.

6. What should I wear?

When deciding what to wear, you need to consider that there is a good chance that you will get dirty, we also suggest that you should wear something that you wouldn't mind getting slightly damaged. It is important to dress for the weather as it can be unpredictable, make sure you bring waterproof clothing just in case it rains.

Appropriate footwear with soles with good grips should be worn to ensure your safety, our suggestion is that the best option in terms of footwear is ankle supporting boots or trainers. Sandals, slip-on shoes, high heels and other such shoes are not permitted under any circumstances.

Long hair must be tied back. Body piercings should be removed or taped over and midribs should not be bare as harnesses may chafe.

To protect your hands you may wish to consider wearing a thin pair of gloves.

You may want to bring a change of clothes, which you can change into after your experience (changing facilities are provided at the Resort).

7. What time do I need to arrive?

You need to ensure you arrive at the Welcome Centre at least 10 minutes prior to your allocated start time.

In the event that guests arrive after their allotted start time they will not be able to participate in the activity and NO refund or transfer of booking will be offered.

8. Are there any restrictions?

To ensure people's safety the following restrictions on the high ropes course apply: Guests must not be more than 18 stone (120 kg) in weight.

There is a minimum height requirement of 1.4 metres (4ft 7").

Participants aged under 16 must be supervised by an adult of at least 18 years of age.

One participating adult can supervise a maximum of two children under 16 years.

For our low ropes course and Pole Climb Challenge, the following restrictions apply:

Guests must not be more than 18 stone (120 kg) in weight.

There is a minimum height requirement of 1.2 metres (3ft 11").

Children aged under 16 must be supervised by an adult of at least 18 years of age.

One adult can supervise a maximum of two children (this adult does not need to participate in the activity but must be present at all times).

9. Can I bring a camera with me to take pictures?

Yes you can! However for safety reasons we ask that all pictures/videos are taken from ground level. When you arrive just ask the Forest Jump instructors to help you get the best pictures.

10. Are there changing facilities available?

Changing facilities at The Forum Health Club can be utilised by all participants.

11. Is there storage for personal belongings?

For the duration of your Forest Jump experience, we are able to provide limited space for the storage of valuables.

12. How high above the ground are the courses?

The high ropes course is situated at around 12m above the ground with the low ropes course around 2m above the ground.

The Pole Climb Challenge is an 18m vertical climb up from the ground.

13. Is there an instructor with you on the course?

All participants will receive a safety briefing and training from an instructor before starting the course. Once you have commenced you're on your own, however just in case you have a problem our team of instructors are available to offer advice and support.

14. How long does the course take?

Including your safety briefing, your experience will last approximately 45 minutes for the low ropes course or two hours for the high ropes. Add the Pole Climb Challenge experience to your day and enjoy another 15 minutes of pure adrenaline.

15. Is there a time limit to complete the course?

You can take as long as you wish to complete the course, we will leave you to take it at your own pace. You can let people 'overtake' if you would like to take more time over an obstacle or section.

16. What are the opening times?

The courses are open every Saturday and Sunday, and throughout School Holidays. Up to date availability for any date can be found at www.celtic-manor.com/ropes.

We are also able to open the courses during other periods subject to minimum numbers.

17. Is there any risk associated with the activity?

All participants receive a safety briefing from a trained instructor at the start and have to wear a safety harness, which attaches them to an overhead wire. Our innovative belay system ensures that you are unable to unclip yourself from this wire.

18. Can family and friends watch people participate?

We have a viewing platform where spectators can watch family and friends participate in the activity. Alternatively, you can follow your friends and family around the course from the ground level.

19. What happens if I can't complete an element and want to get down?

Our team of qualified instructors have the ability and equipment to come and rescue you from the course.

20. If I slip or trip, what happens?

If you fall from any of the elements, your safety harness will catch you, allowing you to regain your composure and footing before continuing on with your experience.

21. Is there anything else I can do at the Resort during my visit?

We are delighted to offer five restaurants on site at the Resort, where guests can enjoy food and drink during their visit. There are also a vast array of other activities that you can participate in while at the Resort, including Adventure Golf, laser combat, laser clays, archery and woodland walks. If you're looking for something else, try one of our championship golf courses or simply relax in one of two luxurious spas.

We advise that any additional activities are pre-booked prior to arrival to avoid disappointment.

22. What happens in adverse weather conditions?

Our ropes course will remain open in the majority of weather conditions, except when the course is icy, the weather is stormy (with high winds) or during lightning.

In the event that we do have to close the course we will move your booking to another date, or we will issue you with adverse weather vouchers to the value of your experience which can be used as full or part-payment towards a booking in the future.

If you have already started the course, and we need to close the course for any reason, you will be issued with adverse weather vouchers as detailed above.

Whatever the weather, as long as we are open you are guaranteed to have fun. Make sure you dress for the weather and perhaps even bring a change of clothes to change into after your experience.

23. What is the cancellation policy?

We operate a 7-day cancellation policy on all activity bookings, so if you cancel your booking at least 7 days or more prior to your booking, you will receive a full refund.

If we need to cancel your booking for any reason, then we will of course refund you in full.

24. Do children need to be supervised?

Yes, an adult (over 18 years) must accompany them and accept responsibility for ensuring that any minors in his or her care complete the course in accordance with the specific safety rules and advice given by the instructors.

The supervision ratios for each course are as follows:

High Ropes Adventure

Participants aged under 16 years must be supervised by an adult of at least 18 years of age.

One participating adult can supervise a maximum of two children.

Low Ropes Adventure

Children aged under 16 years must be supervised by an adult of at least 18 years of age.

One adult can supervise a maximum of two children (this adult does not need to participate in the activity but must be present at all times).

Under no circumstances must children be left unsupervised, if such an incident occurs then these children will be removed from the course along with any accompanying adults, and in all cases NO refund will be offered.

25. Do participants need to sign a disclaimer?

All participants will need to sign a disclaimer before participating in the ropes activity. Adults will also need to sign a disclaimer accepting personal responsibility for supervising their own safety and the safety of any children under 18 years in their care.

26. Are there any restrictions in relation to pregnancy?

Pregnant women are unable to participate in the ropes activity, as due to the nature of the course and the obstacles involved there are many associated risks.

27. Can I wear fancy dress?

We appreciate that some groups may choose to wear alternative attire, we do not object to this and in fact in many cases we embrace the individuality and fun that such costumes can bring.

We do however, ask you to ensure that:

1. There is nothing dangling from the costume that might get caught on parts of the course
2. Your outfit does not obstruct your sight
3. Your midriff is covered so that the harness does not chafe on your skin
4. Sensible shoes such as trainers or walking boots must be worn in all cases

In any situation, if our team of instructors feel that you are wearing something which could be dangerous or cause an accident to you or others they will ask you to change before starting the course, so please make sure you bring a change of clothes with you to avoid disappointment.

28. What if I have a pre-existing medical condition?

Our instructors are not medically qualified and will not stop you using the facility, however, common-sense should prevail and every participant must sign a disclaimer to confirm that they are physically capable of participating.