

General conditions for the provision of services

For the use in the service area towards private individuals, companies, schools and other enterprises. The following conditions are valid for all services of the adventure park Fa. Kletterwald Schorfheide, Prenzlauer Str. 16, 16244 Schorfheide OT Groß Schönebeck (nachfolgend „Kletterwald“) as far as nothing else is agreed in writing. They are also valid for all future business relations, even if they are not expressly agreed again. At the latest these conditions are accepted by the customer with the acceptance of the services or their order. The conditions can be changed by the adventure park any time with effect on future services.

1. Every participant must peruse the general terms of business before entering the adventure park. The signature confirms that the rules are read, understood and agreed with. The parent or legal guardian of a participant underage are obliged to peruse the rules and to discuss them understandably with the participant underage, before entering the adventure park. The parent or legal guardian confirms with his signature that the rules are read, discussed with the participant underage and agrees with them.
2. The guests must announce themselves to the staff at the information/reception/registration which is marked appropriately. The staff wears pale green clothing with the logo of the adventure park. The participants must feel able to correspond to the requests. Pregnant women, persons with cardiac pacemakers or people with back problems are excluded from the participation.
3. The use of the adventure park involves risks; therefore, it is only possible with **security equipment as well as closed and firm footwear**. It also occurs on own danger. During the climbing, it is not allowed to take off the security equipment. It is not allowed to leave the premises with the security equipment. Furthermore, private climbing equipment must not be used. Every incident must be announced to the staff immediately. Number 7 is valid for the responsibility of the adventure park.
4. Visitors suffering from psychic or physical interferences need to be announced separately at the registration and cared by a trainer because there is a danger for own health or other people. Children are allowed to climb from five (5) years of age independently on the children course. In other courses children are allowed to climb from the age of eight (8) or twelve (12). With insignificant lower deviation, the security trainer can admit exceptions but only in company of an at least 18-years-old climbing companion who must operate the security technology of the child and who is in charge of obeying the terms and conditions of the adventure park.
5. On the property of the adventure park (also on the path to the Wildpark Schorfheide) **smoking is absolutely forbidden (just as in a security belt)** and dogs must be kept on leash. Dog excrements must be removed by the dog holder. Brought packaging (bottles etc.) have to be taken again. Contraventions can be fined with an expense allowance of 100€.
6. Bicycles must be parked on the marked parking space. Riding the bike is forbidden on the premises of the adventure park. The operator is not responsible regarding damages or theft.

7. While climbing no objects are allowed which are a danger for the participant or for others (all jewelry, piercings, mobile phones, cameras of every kind, backpacks). Long hair must be bound with a Hairy to a ponytail. Safekeeping of private objects are left on the owner's risk. The adventure park is liable for personal damages within the bounds of the lawful regulations. The adventure park is liable for material or financial damages to only in the case of intention or recklessness of the organizer or the service of the event or leadership to entrusted people.

8. Every participant must attend the whole practical and theoretical security demonstration before start climbing. All instructions and decisions of the organizer/trainer are binding. With offences or contraventions against instructions or security demands of the organizer/trainer the affected participant can be excluded from the adventure park immediately. With offences or contraventions against instructions or security demands of the organizer/trainer the adventure park does not assume liability for the damages and consequences.

9. **SECURITY ADVICE:** Persons who are inebriated or are under the influence of substances which affect the cognitive and motor abilities are not entitled to enter the adventure park. The equipment lent by us (helmet (if necessary), belt, protection ropes with carabiners) must be used like instructed by the trainer. **It is not transferable on other persons** and it is not allowed to take it off and put it somewhere while climbing. Every element can be walked along by only one person. On the platforms are only three persons allowed at same time. While climbing at least one safety carabiner must be hung up in the steel safety rope all the time. **It is not allowed to remove both safety carabiners at the same time from the safety rope.** The zip lines must be used like instructed by a trainer. In case of doubt an employee of the adventure park must be asked for helped. After visiting the adventure park the equipment must be returned at the information/reception/registration. Every incident must be announced to the staff immediately. It is not allowed to stand in areas of the child course where injuries are possible because of slipping of children.

10. The prices are valid like written on the prize board for **2 hours** of climbing. After that time the climbing can be extended only after consulting with a trainer and a **surcharge of 5€/Person** must be paid. The complete equipment must be returned after max. 2,5hours from start of climbing. **The service is accomplished by putting on the equipment and listening to the security instruction** and it is regardless of the climbing duration and duration of the stay in the adventure park. If the visit in the adventure park is finished early for the own wish of the participant, no claim to proportionate or complete reimbursement of the entry price exists and climbing is considered finished when returning the equipment. There is also no claim to reimbursement if the participant is excluded on account of dangerous behavior. The operator reserves the right to exclude people who do not keep to the rules, from the adventure park. The operator reserves the right to close the adventure park for security reasons (fire, storm, thunderstorm etc.). In that case no refund of the paid price occurs.

11. Note that reservations must be attended punctually. The full amount of time cannot be guaranteed if the arrival or the start of climbing is later than agreed.

12. If a regulation of the contract should become completely or partly ineffective, the validity of the contract is not influenced. The contracting partners are obliged to substitute the ineffective regulation with a regulation comparable with economic success.

13. The prices are valid as written out (prize boards, flyers, web page etc....). For the dispatch of acquired vouchers, we raise a dispatch and service fee of at least **1€** per voucher. The legal revocation period applies

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