

FREQUENTLY ASKED QUESTIONS

Who runs the ropes course?

The ropes course is managed and operated by Norfolk Adventure Limited.

What should I wear?

You must wear closed toe, flat shoes and if you have long hair you'll need to tie it back. We recommend sleeved tops and trousers. Adventures around the trees can sometimes be muddy and dirty so please dress for the woods.

What if the weather is bad?

A little bit of rain can be fun and we'll only shut the course if the weather is really bad, in high winds, if there are storms or lightning and if it gets really, really cold. Please dress for the weather.

I have a problem with my booking, can I change it?

The best thing to do is drop us an email and we'll be happy to help. adventure@holkham.co.uk

Do I have to pay to park?

There is a car park right next to the ropes course which is £3.00 for the whole day. The car parking charge is redeemable on purchases of £12 or more in Holkham gift shop.

How fit do I need to be?

Our ropes course is adventurous, but you don't have to be super fit to take part. You'll be on your feet for an hour and there is a good deal of climbing up stairs, crouching, bending over and balancing on wobbly crossings.

What are the height and weight restrictions?

All participants must be over 1m tall and weigh less than 20.5 stone / 130kg. Participants under 1.25 metres must have an adult accompanying them around the course.

What are the supervision ratios?

If you are under 1.25 metres or under 6 years old, you will need an adult over 18 years to come around the course with you and each adult can only accompany 2 children.

If you are between 6 and 16 years old you can invite adults with you on the course or leave them behind, however, you still need an adult to supervise you either on the course or from the ground. Adults can supervise no more than 6 children.

How safe is it?

Whilst there is some associated risk when undertaking activities such as these, we provide all participants with a safety briefing by our fully trained staff and provide high quality and well maintained equipment. We use a continuous belay system which means you never come detached from the safety line whilst you are up on the course.

Can I join in if I am pregnant?

We recommend that you do not take part in the activity as, although minimal, there is still a small risk of injury. However, if you do wish to take part it is your choice. We highly

recommend you seek medical advice from a professional if you do decide to take part. You will need to declare that you are pregnant and accept all associated risks participating may cause you and the unborn baby.

I have a disability or need help with accessibility.

If you need additional support then please email us at adventure@holkham.co.uk to discuss your requirements.

I have a pre-existing medical condition, can I still take part?

Our instructors aren't medically qualified, so we encourage participants to carry out their own risk assessment before taking part in the activity, ultimately the responsibility and decision is yours. You may want to seek professional medical advice too before taking part.

Will I wear a helmet when taking part?

For our ropes course we do not require participants to wear helmets.