

ArcelorMittal Orbit Abseil Terms and Conditions for Gifts Cards



Wire & Sky Limited (referred to herein collectively as "we" or "us") is the operator of the abseil visitor attraction based at the ArcelorMittal Orbit ("The AMO") and known as "the ArcelorMittal Orbit Abseil", which allows customers ("Abseilers") to take part in abseils from the abseil platform of the AMO, at 80 metres in height, to ground level ("Abseils"). Your AMO abseil gift card package comprises a branded Wire & Sky envelope containing a gift card with a unique code which entitles you to take part in an Abseil. The unique code must be used ("redeemed") when you book your Abseil.

The ArcelorMittal Orbit is a psychologically and physically challenging activity. It is your responsibility to ensure that the person for whom you are buying a Gift Card will be capable of completing the activity. Refunds will not be issued to recipients that do not wish to book onto the abseil or refuse to abseil.

Gift Cards must be kept safely and securely at your own risk and we will take no responsibility for any loss you may incur as a result of the loss or theft of a Gift Card or its unique code.

Gift Cards are valid for twelve months from the date of purchase, unless otherwise stated in the terms of a particular offer (the "Expiry Date") and are non-refundable. You must redeem the Gift Card and have completed the Abseil before the Expiry Date or the Gift Card will cease to be valid. One Gift Card is redeemable for one Abseil.

In order to enjoy your AMO Abseil, you need to redeem your Gift Card for a specific date and time. You can book by visiting our website (www.wireandsky.co.uk) and will need to input your unique code once you have selected your abseil on the bookings page.

The AMO abseil is offered subject to availability, details of which can be found on the booking page of our website. We recommend that you book as early as possible to avoid disappointment. No booking shall be deemed to have been accepted unless accepted by us in writing (which shall include our confirmation of booking email). Please make sure you have read the full AMO Abseil Terms and Conditions ("AMO Abseil Terms and Conditions") which can be found on the ArcelorMittal Orbit Abseil page of our website before making your booking.

By redeeming a Gift Card for a ticket you are confirming that you have read and accept both these Gift Voucher Terms and Conditions and the ArcelorMittal Orbit Terms and Conditions (together the "Terms and Conditions") on your behalf and any person on whose behalf you are redeeming a Gift Card or making a booking and agree that you shall ensure that all persons in your booking are aware of and accept the Terms and Conditions. Unless expressly stated otherwise in these Gift Card Terms and Conditions, in the event of a conflict between the ArcelorMittal Orbit Terms and Conditions and these Gift Voucher Terms and Conditions, the former shall take precedence.

Gift Cards cannot be exchanged or refunded for cash.

Gift Cards cannot be used in conjunction with any special offer or promotion or promotional code.

All tickets are non-refundable and non-transferable and specific to the Abseil time, which you have booked as stated on your e-ticket. Tickets cannot be cancelled once they have been booked except by us in accordance with the ArcelorMittal Orbit Terms & Conditions.

We will use reasonable endeavors to ensure that the AMO Abseil is open for use by Abseilers during

advertised opening hours (as stated on the Wire & Sky website's booking page). However, we reserve the right, in our absolute discretion, to close the AMO Abseil or any part of it whether for safety reasons or otherwise, including, without limitation, as a result of extreme weather conditions or other reasons of Force Majeure (as defined in the ArcelorMittal Orbit Abseil Terms and Conditions) and with or without prior notice.

It is your responsibility to check that your Abseil has not been cancelled. Information on such matters will be made available as soon as reasonably practicable on the Wire & Sky social media platforms. You are advised that the page cannot always be updated immediately and that circumstances giving rise to cancellation can sometimes arise immediately prior to an Abseil.

Notwithstanding anything to the contrary in the ArcelorMittal Orbit Terms and Conditions, you shall not be entitled to a refund in the event of the cancellation or curtailment of an Abseil booked by redeeming a Gift Card. In order to receive a re-issued Gift Card you must return the Gift Card and corresponding code to us within 30 days following a cancelled (by us) Abseil. These Gift Card Terms and Conditions shall apply to a Gift Card that is re-issued following the cancellation of an Abseil.

Abseils will take place in most weather conditions other than high winds, lightning, heavy rain, snow, ice or extreme weather conditions which we reasonably believe make it unsafe to participate in the Abseil. For refund policies in relation to weather please refer to the ArcelorMittal Orbit Terms and Conditions. ^[L]_[SEP] Note that there is a risk that the weather will change during the course of the Abseil and you will not be able to leave the Abseil early in the event of a change in the weather unless we cancel the Abseil on health and safety grounds. Refunds will not be issued where the abseil is open but you are dissatisfied with the weather.

Please make sure that you and anyone included in your booking meet the following requirements:

- Minimum age: 14 years old
- Minimum height: 1.2m
- Maximum weight: not weigh more than 19 stone
- Not under the influence of alcohol / drugs (we operate a zero tolerance policy)
- U18's: Ensure your booking includes at least two adults for every five abseilers under 18
- All U18's to bring completed parental consent forms if their parents are not accompanying them
- Not pregnant

Full details are included on the Wire & Sky website and we recommend you read this carefully. Any person who does not comply with all of the above requirements (in our sole discretion) will not be permitted to Abseil and no refund or alternative date will be offered.

The information regarding AMO Abseil Gift Cards above is correct at the time of print, however we reserve the right to change the Abseil experience from time to time. Current details of the Abseil experience can be found on the Wire & Sky website.