

The London Abseil Terms and Conditions for Gift Vouchers

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 London Abseil", which allows customers ("Abseilers") to take part in abseils from the abseil platform of the AMO, at 80 meters in height, to ground level ("Abseils"). Your abseil gift voucher package comprises a e-voucher with a unique code. The unique code must be used ("redeemed") when you book your Abseil via the Wire and Sky website.

The London Abseil is a psychologically and physically challenging activity. It is your responsibility to ensure that the person for whom you are buying a Gift Voucher 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 Vouchers 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 Voucher or its unique code.

Gift Vouchers 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 Voucher and have completed the Abseil before the Expiry Date or the Gift Voucher will cease to be valid. Gift Vouchers will state how many places it is redeemable against, and gift voucher can only be redeemed for the number of places stated.

In order for the recipient to book their Abseil, they will need to redeem the Gift Voucher for a specific date and time via our website (www.wireandsky.co.uk). The recipient will need to input your unique code in the 'discount/voucher code' box once they have selected a date and time on the bookings page.

The London 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 Terms and Conditions ("Abseil Participant Terms and Conditions" and "Abseil Ticketing Terms and Conditions") which can be found on the London Abseil page of our website before making your booking.

Gift Vouchers cannot be exchanged or refunded for cash.

Gift Vouchers cannot be redeemed 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 London Abseil is open for use by Abseilers on advertised opening dates (as stated on the Wire & Sky website's booking page). However, we reserve the right, in our absolute discretion, to close the London 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 Abseil Participant Terms and Conditions) and with or without prior notice.

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 Abseil Participant Terms and Conditions. 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
- Be able to wear a harness which has a maximum width waist of 130 cm and a maximum upper thigh width of 75cm.
- Not be suffering from any medical condition that may put your health & safety, or that of others, at risk.
- 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 be accompanied by an adult and have parent or guardian complete the waiver form on their behalf
- 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 Abseil Gift Vouchers 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.