

ArcelorMittal Orbit Abseil Terms and Conditions - Ticketing



1. These Terms and Conditions incorporate, and should be read in accordance with:

The ArcelorMittal Orbit Abseil [Terms and Conditions](#) and The ArcelorMittal Orbit Abseil Gift Card [Terms and Conditions](#)

These Terms and Conditions are collectively referred to as, “Conditions”. In the event of any inconsistency between the Terms and Conditions, and any other Conditions, the ArcelorMittal Orbit Abseil Terms and Conditions shall prevail.

2. All Tickets are sold subject to the Conditions. Please read the Conditions carefully before purchase, and raise any queries with Wire & Sky before purchase. Your purchase of a Ticket constitutes your acceptance of the Conditions.
3. It is your responsibility to check your Tickets as if you have made a mistake it cannot always be rectified after purchase. Please check your Tickets on receipt carefully and contact Wire & Sky immediately if there is a mistake.
4. If you have any special access requirements, please discuss any such requirements before purchasing the Tickets with Wire & Sky by contacting info@wireandsky.co.uk. Wire & Sky will use its reasonable efforts to assist with any such special access requirements or concerns.
5. You must produce a valid e-Ticket to gain access to the ArcelorMittal Orbit and you must keep possession of such Ticket at all times during the abseiling. Your Ticket may be invalidated if any part of it is removed, altered or defaced. Wire & Sky will not be responsible for any Ticket that is lost, stolen or destroyed.
6. Tickets are non-transferable and non-refundable. You will receive one attempt to abseil at your allocated time and if you are unable to do so, we will not be able to issue a refund or reschedule you to another time. It is your responsibility to check that participants are content to attempt the abseil prior to purchasing tickets for them. Where a Flexible ticket ‘Flexi Ticket’ has been purchased, you are entitled to reschedule your booking on one occasion, by informing us in writing no later than 24 hours before your originally booked abseil. Your preferred rescheduled date must be confirmed at that time and must be within 3 months of the originally booked date. Standard tickets cannot be upgraded to Flexible tickets post purchase.
7. It is your responsibility to check that any under 18’s you buy tickets for have parental consent prior to purchase. A completed parental consent form needs to be supplied on the day and adult supervision provided at a ratio of 1:2. Under 14’s are not permitted to abseil. We reserve the right to request proof of age and deny access if this cannot be provided.
8. This is a psychologically and physically challenging activity. Participants must familiarise themselves with the nature of the abseil by reading our [abseiling information leaflet](#) and must sign a declaration form prior to abseiling.
9. We operate a zero tolerance policy on alcohol consumption.
10. Except to the extent that Wire & Sky is required or permitted by law to do otherwise, personal information provided by you to Wire & Sky will only be used in accordance with the Data Protection Act 1998 and any consents given by you in relation to your personal information.