

My child is younger than 7 years old, are they still allowed to take part?

No. Due to the terms stated in our insurance policy children under 7 cannot participate.

How hard is The Playground?

The course is designed to be challenging, to maximise the sense of achievement in completing it! However, there is a range of difficulty, from the easier tyre run/crawls, all the way through to The Big Guy (incline/decline monkey bars).

Will I get any help/advice?

At every session you will have at least one Playmaker on hand to show you the correct technique where required, and prove to you that it's not all about height or physical strength!

Do I have to complete EVERY obstacle?

No. There is no pressure to complete any or all of the obstacles. It would be great if you could at least attempt them; in our experience your greatest sense of achievement doesn't come from what you could already do, it comes from overcoming the things you once thought you couldn't!

Are there showers on site?

Yes! We have outdoor 'luxury' showers (2 hoses with shower attachments)!

Will I get wet & muddy?

Yes! That's half the fun of the course! However, the water & mud-based obstacles are located on the same stretch of the course so you're welcome to avoid this until the end of the session if you wish. If you're really boring you can avoid them altogether!

Are there toilets on site?

Yes. There are outdoor, permanent cubicles located adjacent to the course for your use. However, these are NOT to be used for changing before/after each session.

Are there changing facilities on site?

We have a small communal changing area within our HQ that you are welcome to change in/leave valuables etc, however there are NO private changing/shower facilities on site.

Can I get a refund due to illness/injury/unavoidable issue?

Unfortunately, we do not offer refunds. However – and provided you give us 24 hours notice prior to your booked session commencing - we will allow you to switch to another session of your choice (this must be a like-for-like switch, to a session of the same monetary value).

What time should I arrive for the session?

Please arrive 10 minutes prior to your session commencing, to allow time to complete a PARQ/Disclaimer form and pay (if not already done so online).

What do I need to bring on the day?

If you've paid online, please bring a print-out confirmation OR your phone with access to the email confirmation.

A change of warm/dry clothes + a towel for after the session.

A water bottle and possibly something to eat for afterwards.

A POSITIVE MENTAL ATTITUDE!

What if I get hurt?

Health & Safety is the number one priority at The Playground, so all obstacles are checked prior to every session to ensure you don't get hurt. In the unlikely event that you do get injured, each Playmaker is first aid trained and we have an extensive first aid kit on site.

How much is it for my family and friends to come and support me?

Nothing, it's FREE! We have picnic benches overlooking the course that spectators can watch from. Equally if they'd like to accompany you around the course to support/take photos etc they are more than welcome to.

Can I bring my dog?

No, sorry. Only guide dogs allowed.

Do I have to be able to swim?

Possibly, depending on your height. There are 2 water-based obstacles that vary from 1-3ft deep.

Are there refreshments?

Yes, there are hot and cold drinks available. We only use the best Play'Ground' coffee beans. Unfortunately we do not have any food or snacks available.

What payment options are available?

We accept either a BACS transfer prior to the session commencing (please contact us for details) or alternatively we accept cash or card on the day.

Do you do gift vouchers?

Yes, please contact us for more information.

**ASSAULT
YOUR
SENSES**