



clip 'n climb[®]

INTERNATIONAL



INVESTOR GUIDE

WE BELIEVE EVERYONE CAN BUILD
A STRONG FUN BUSINESS

THE CLIP 'N CLIMB EXPERIENCE

Developed in New Zealand in 2005, Clip 'n Climb has brought the niche sport of indoor climbing to everyone.

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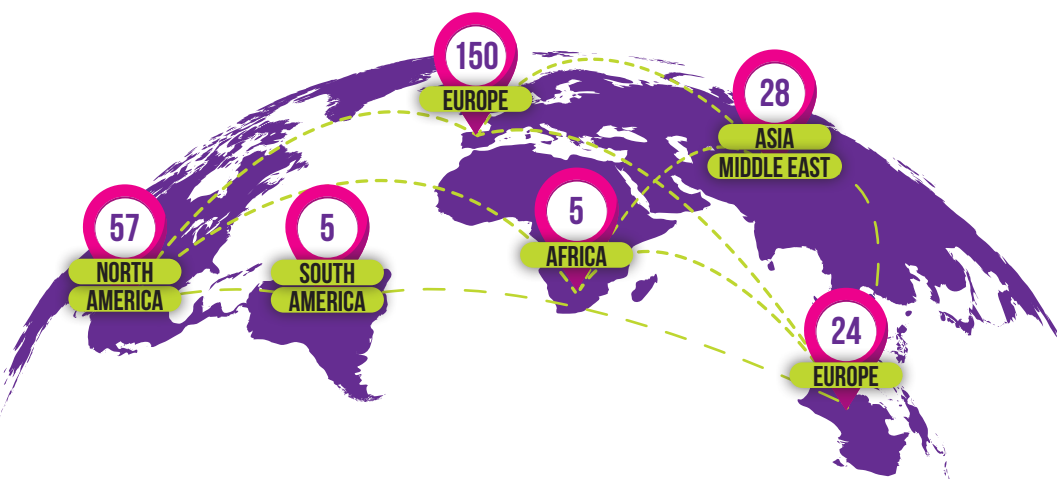
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CLIP 'N CLIMB AS A BRAND

THE CLIP 'N CLIMB STORY

Clip 'n Climb has its roots in New Zealand, where John Targett and Tim Wethey set up a company called Sheer Adventure. Using a new auto belay technology, they came up with a new approach to indoor climbing, where climbers could climb alone. And just like that - the fun climbing industry was born!



From the opening of our first centre in 2005 to having more than 300 centres operating all over the globe today, our brand has created a fun and thrilling climbing experience loved by millions.

In 2010, ENTRE-PRISES (EP), a pioneer and world leader in the climbing wall industry, signed a Manufacturing License for Clip 'n Climb. A few years later in 2015, EP took a strategic stake in the company and acquired Clip 'n Climb.

EP is itself a part of ABEO group, a global leader in the sport and leisure equipment sector. So, joining the Clip 'n Climb family means that you'll have a great support network.

WE LIKE TO SAY WE KNOW THERE IS A CLIMBER INSIDE ALL OF US, AND WE BELIEVE EVERYONE CAN CLIMB TO NEW HEIGHTS.

CLIP 'N CLIMB IS ALL ABOUT ACCESSIBLE CLIMBING FOR EVERYONE



CLIP 'N CLIMB IN THE SPORTAINMENT MARKET

As a brand, Clip 'n Climb is a leader in the promising Sportainment market. 'Sportainment' is a fusion of Sport and Entertainment, with the philosophy that physical activity can be turned into play to maximize both the enjoyment and the experience for the individual. That is what Clip 'n Climb is all about.

These days, people crave experiences, not things. And in a world that is becoming more and more dependent on technology, families are looking for creative ways to spend some quality and guilt-free time together. Clip 'n Climb provides the perfect environment for this by designing sportainment facilities that cater to all audiences.

This market has a strong potential for profitability, as it relies heavily on customer experience - this is a key point on which Clip 'n Climb insists.

Clip 'n Climb completed an international study to investigate the market. The results show promise, considering the average budget per month per family for sportainment type activities worldwide:



WHAT MAKES CLIP 'N CLIMB UNIQUE?

SAFETY

Safety being our top priority, the climbing system we developed has revolutionized the way we used to climb. We removed all constraints - always making sure maximum safety was assured - to empower climbers to climb alone, promoting a more dynamic climbing experience. No matter climbers' age or ability - they can enjoy the climb and have full control. We also have important quality criteria and standards to meet.

INNOVATION

Our design teams come up with new ideas all the time to launch new products.

UNRIVALLED QUALITY

We manufacture our products at our own facilities to ensure a long-lasting and hardwearing top-quality finish.

AESTHETICS

Our more than 50 Challenges are thought to stimulate several senses simultaneously and are accessible for the entire family. The Clip 'n Climb environment is bright and colourful: entering in a Clip 'n Climb facility is like walking into a new world!

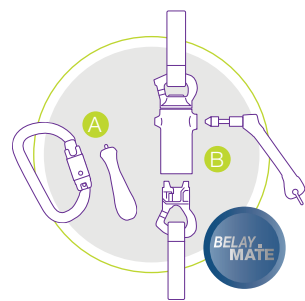
THE CLIP 'N CLIMB EXPERIENCE

AN INNOVATIVE PRODUCT

A Challenge and safety equipment the perfect combo for safe solo climbing!

- 1 All climbers are fitted with a harness during the briefing period.
- 2 At the top of each Challenge is a TRUBLUE auto belay.
- 3 When the Challenge is not in use, the keylock carabiner is clipped into the top of the articulated Clip 'n Climb mat. Once clipped in, the tension exerted on the auto belay webbing pulls the mat to a vertical position in front of the Challenge.
- 4 At the base of every Challenge is an articulated and cushioned Clip 'n Climb mat. When a climber is ready to climb, they can do so only once the articulated mat has been lowered to the floor at the base of the Challenge. This can only be done once the climber's harness is attached to the TRUBLUE auto belay line.
- 5 Each Challenge is also fitted with a separate manual rope-based safety system, also used for cleaning. Instructors are trained to use it to rescue a climber who has become stuck on a Challenge and needs assistance to return to the ground.

At the end of the auto belay webbing line that runs down in front of the Challenge, we offer two different systems: carabiners or a BelayMate.



- > **A KEYLOCK:** Specifically engineered for Clip 'n Climb, this carabiner opens and closes with a key. It requires the intervention of an operator or an appointed 'Clipper' adult with the key to open it.
- > **B BELAYMATE:** Created by Clip 'n Climb, this clipping device eliminates the risks of clipping in the wrong way. The Challenge only is accessible once the climber has been perfectly connected to the BelayMate. You don't need an additional 'Clipper' with this device.



GAMIFICATION

Clip 'n Climb came up with the idea of a new scoring system and created Clip 'n Score. This system gamifies the climbing experience, taking climbers to the next level in 'sportainment' and providing them with all the features that they enjoy, to improve and enhance their experience.

Clip 'n Score allows individual climbers or teams to challenge themselves and each other and get scores on each Challenge depending on agility, courage and strength.

It enables them to track those scores, as well as their climbing height and speed, via a contactless technology. By accumulating their scores, they reach a new climbing level and win badges and awards. Scores can be accumulated from one session to another - even in a different centre.

This opens up new possibilities for operators in management strategy and it is a good factor for increasing customer satisfaction.

ON-GOING SUPPORT

As a member of our Clip 'n Climb global community, investors benefit from direct access to a full support plan from your project building to equipment and maintenance. A dedicated extranet is at your disposal to connect with Clip 'n Climb owners to share tips, ask for recommendations and download all the materials.

OPERATIONAL SUPPORT

- A complete operational manual safety, maintenance and management explanations
- Tools:
 - Briefing videos for safety instructions
 - Poster rules to display in your arena
 - The full set of needed equipment
 - Comprehensive staff training programs
 - Yearly maintenance

MARKETING SUPPORT

- Brand Licensing
- Brand Guidelines and Social Media Guidelines
- Tools:
 - Collaterals: climbing passes, loyalty cards, posters...
 - Website and booking system (Our online booking system has proven extremely popular with users)
 - Proven marketing strategies and tips

TAKE ADVANTAGE OF OUR BRAND AWARENESS

- Loved by customers: every Clip 'n Climb investor starts with a market of very aware and eager climbers waiting on their doorstep before they even open for business!
- Championed by staff
- Trusted by investors



CLIP 'N CLIMB HAS OFFICES, SUBSIDIARIES AND DISTRIBUTORS ALL AROUND THE WORLD.

SUPPORT BEFORE, DURING AND AFTER SALES CAN BE MANAGED ON A LOCAL BASIS.

CHRIS WATTHEW,
CLIP 'N CLIMB CAMBRIDGE & QUEST



«BUILD GOOD LINKS WITH OTHER CLIP 'N CLIMB OWNERS, BECAUSE EVERYONE'S UP FOR HELPING EACH OTHER OUT.»

A PROFITABLE BUSINESS

MARK PATTERSON,
CLIP 'N CLIMB IPSWICH



“OUR NUMBERS HAVE BEEN FANTASTIC, THE FEEDBACK AND THE NUMBER OF NEW VISITORS WE ARE GETTING AS WELL AS REPEATED VISITORS SAY IT ALL.”

PROVEN, PROFITABLE AND GROWING

As a business model, Clip 'n Climb generates strong cash flow and impressive profitability which, combined with our on-going support and development, makes for an exciting commercial opportunity for motivated investors. Clip 'n Climb is the founder of the market and is leader in the segment.

What we know:

- The greatest income and profitability are achieved when local children are not at school
- Birthday parties are a key income stream
- Adult climbing - like fitness classes - is very popular as Clip 'n Climb is designed for all ages
- Because of the success of viral advertising, with social media usage among the target audience and the impressive look of the product, there are plenty of marketing opportunities to seize
- Heating and lighting costs are relatively low, as it is not necessary to heat the Clip 'n Climb arena
- Insurance costs are lower than expected – an indication of the acceptance of the activity by insurers and recognition that Clip 'n Climb facilities are statistically very safe

A FLEXIBLE MODEL

There is a broad spectrum of business models in operation around the world, including stand-alone facilities, facilities shared with traditional climbing centres, facilities in retail outlets and in municipal leisure centres. (see page 15 for more information)

In each and every case, whatever the business model used, it has proven to be extremely successful.

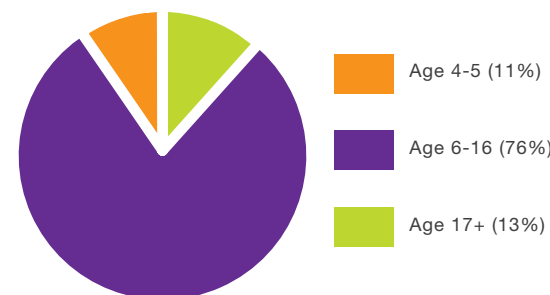
CLIP 'N CLIMB CUSTOMERS

Clip 'n Climb is a healthy attraction, bringing more than 5 million people through our doors every year. The design of the Challenges and the way we operate and communicate encourages anyone with a passion for adventure to have a go.

Our core climber target audience lies in the 6-16 age group, but it appeals to a broad age range. They like to set themselves goals from trying and performing climbs to attempting new Challenges – there is always something to come back for.

With the scope of activities possible with Clip 'n Climb, operators can benefit from a diversified revenue stream:

- Birthday parties are a significant source of profit, as 10 can be organized per week-end, on average.
- Themed sessions like fitness or toddlers' sessions can also be planned to reach additional audiences.
- The café is worth mentioning, as it generates additional income with spectators who come to support friends and family.
- Educational programmes with a broad panel of customers - like schools, associations and sports teams - are also very interesting to set up, as they come in during off-peak hours.
- Teambuilding sessions and corporate events are very popular and are often a first introduction to Clip 'n Climb before coming back with the family.



WHAT DOES THE INITIAL INVESTMENT INVOLVE?

Capital expenditure can be broken down into the following components:

- Clip 'n Climb Challenges
- The auto belay system
- Safety flooring
- Articulated Clip 'n Climb mats

Consumables include items that may need replacing due to wear and tear:

- Harnesses
- Helmets
- Keylock carabiners or BelayMates
- Auto belay webbing lines and carabiners
- Rescue kits

Clip 'n Climb will take care of all of the project management. Our teams will study, design and draft your project plans, up to the achievement of the physical installation of your project.

Asset leasing can be a good alternative to buying equipment outright, with benefits including:

- Flexible payment options
- Easy product upgrades
- Conservation of working capital
- Low capital contribution



CASE STUDIES

Each Clip 'n Climb facility is unique and so is its business plan. There are several key elements influencing the way you operate your business. Our sales team is here to help during the business planning process to integrate all the variables in the equation.

A TYPICAL STAND-ALONE FACILITY: CLIP 'N CLIMB EXETER

- POPULATION OF CITY: 121 800
- NUMBER OF CHALLENGES: 21
- NUMBER OF CLIMBING LINES: 28
- CAPACITY OF CLIP 'N CLIMB PER HOUR: 30
- CLIP 'N CLIMB FLOOR AREA: 150M²
- BRIEFING / PARTY ROOM: 1
- USER VISITS IN 2013 - 2014: 40 536
- PRICE:

AGES	PEAK	OFF-PEAK
4-5	£8.00	£5.00
6-16	£12.00	£8.00
17+	£17.50	£12.00

> All the figures included are in £.



	6 FIRST MONTHS OF OPENING	FISCAL YEAR 2	FISCAL YEAR 3	FISCAL YEAR 4
INCOME				
General entry fees	70%	58%	52%	50%
Birthday parties	20%	30%	35%	35%
Themed sessions				
Café	10%	12%	13%	15%
TOTAL INCOME	161 048	394 871	391 602	409 162
DIRECT COSTS				
Birthday parties	6 059	14 889	10 584	8 890
Climbing equipment and safety gear	1 117	1 827	1 267	2 045
TruBlue maintenance	-	693	14 086	7 718
Maintenance	72	10 807		
Cleaning	1 734	8 093	6 589	7 634
General operational expenses	379	188	0	168
TOTAL DIRECT COSTS	3 302	21 608	21 942	17 565
GROSS PROFIT DIRECT COSTS ONLY				
TOTAL	157 746	373 263	369 660	391 597
Revenue share %	98%	95%	94%	96%
STAFF COSTS				
Salaries	77 006	179 279	161 969	167 258
TOTAL STAFF COSTS	77 006	179 279	161 969	167 258
PREMISES COSTS				
Rent	4 166	25 000	24 049	26 413
Local taxes	1 589	3 771	3 142	3 545
Energy	2 889	3 262	2 732	5 418
Other premises costs	1 646	3 154	606	5 273
TOTAL STAFF COSTS	10 290	10 187	30 529	40 649
ADMINISTRATION EXPENSES				
Marketing	8 097	4 623	7 055	6 071
Printing & stationery	2 820	4 111	3 058	2 105
Insurances	2 445	5 137	5 392	5 400
Telephone and broadband	585	603	522	781
Bank charges	2 462	6 855	6 020	7 195
Accountancy / legal fees	1 437	4 214	2 673	1 712
Sundry expenses	2 372	3 829	2 999	2 228
TOTAL ADMINISTRATION EXPENSES	20 218	29 372	27 719	25 492
PROFIT BEFORE TAX AND DEPRECIATION				
	50 232	154 425	149 443	158 198

Notes:
1. The 6 first months of opening include pre-opening costs of £11 820
2. Capital expenditure for an identical centre approximately £320k.



FOCUS ON CLIP 'N CLIMB MAINZ

- NAME OF THE CENTRE: CLIP 'N CLIMB MAINZ
- TYPE OF FACILITY: STAND-ALONE
- ACTIVITIES: CLIP 'N CLIMB / BISTRO
- LOCATION: GERMANY
- CATCHMENT AREA: 250 000 PEOPLE
- NUMBER OF CLIMBING LINES: 30
- BUILDING SIZE: 323 M²
- PRICINGS:
 - GENERAL ADMISSION FEES: UNDER 18 YEAR-OLD 13€ • OVER 18 YEAR-OLD 16€ FOR AN HOUR OF ACTION
 - BIRTHDAY PARTIES: 4 PACKAGES FROM 78€ TO 114€
 - GROUP: UNDER 18 YEAR-OLD 11€ • OVER 18 YEAR-OLD 14€



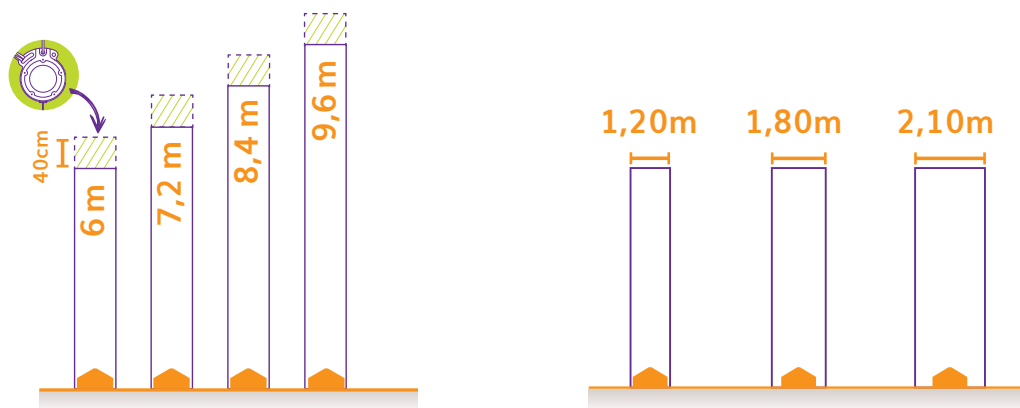
HOW DOES IT WORK?

FEATURES OF OUR BRILLIANT PRODUCTS

At Clip 'n Climb, we make sure each of our Challenges is unique. It's what drives the remarkable success of the brand. But while user experience focuses on variety to have fun, the construction system that underpins Clip 'n Climb is largely standardized, which makes it easy to plan the best use of the available space.

CHALLENGES SPECIFICITIES

Our challenges are available in 4 different heights and 3 widths. They all required a further 40 cm of height to allow for the inclusion of the steel auto belay bracket system. The footprint area starts from 8m².



PANELS

The majority of the Challenges are based on a panel system with coloured edge mouldings. Each panel is 1.2 metres high (3.9 ft) and is mounted on a vertical steel column in a customized aluminium extrusion at the top and bottom. The steel columns are usually fixed to the floor with brackets. The tops are fixed to structural support points at the top of the wall or set in place with chains or cables at roof level.

All of the materials are selected with longevity in mind. With regular cleaning and simple maintenance, operators' facilities will always look fantastic!

WARRANTIES

A range of warranties are provided by the manufacturers and installers of the Clip 'n Climb Challenges, safety surfaces and climbing equipment. More detailed information, including terms and conditions and insurer information, will be included with all quotations.

These features combined make facilities easy to install and operate for the investor, while maintaining the promise of a successful customer experience.



SAFETY FIRST

Safety is our primary objective. That is why our 'Operational Guidelines' manual will guide you through all the safety instructions with a set of rules to help keep your customers safe.

SAFETY STANDARDS

Safety is our watchword at Clip 'n Climb, and all our Challenges are designed to be hazard free. We extensively test them before adding them to our range.

- Each individual Challenge is designed, constructed and tested to ensure it complies with EN1176 (the European Standard for Playground Facilities).
- The supporting structure and auto belay attachment points are all engineered and manufactured in compliance with EN12572 (the European Standard for Artificial Climbing Structures).
- All layout designs for Clip 'n Climb facilities respect the free space and fall space requirement stipulated in EN12572.

AUTO BELAY

The Auto Belay is the critical component of the Clip 'n Climb system and behind the high-energy and dynamic that sets it apart from the traditional belay/climber partnership.

We use the best system available on the market - this is currently the 'TRUBLUE' Auto Belay which uses magnetic eddy current braking technology to provide climbers with a safe, controlled descent to the ground.

TRUBLUE has an unblemished record for reliability and safety and supports weights between 10 and 150kg (1.5 and 23.5 stone), with a descent rate of approximately 1.8 metres (6 ft) per second. The system must be serviced manually.



BELAYMATE

An innovative and fool-proof safety mechanism that provides 100% safety for climbers when connected to an Auto Belay. Its dual connector system ensures climbers can only use an Auto Belay once their harness connector is completely engaged.

It improves risk management, reduces staffing costs and enhances customer experience! CE Certified and manufactured in an ISO 9001 registered facility.



SAFETY FLOORING

There are no standards specific to an auto belayed climbing environment. Roped climbing and play environments come the closest, being similar in regard to the impact attenuation requirement of flooring for falls from heights of 1.5 metres and over.

We recommend extra impact attenuation to soften any awkward landings and provide a safeguard should a climber fall from a height of more than 1.5 metres. We can provide safety flooring, available in tiles or as a continuous wet poured surface.

SPECIFIC CHALLENGES

Some of our Challenges – like Stairway to Heaven and Leap of Faith – require specific briefing videos and dedicated equipment operated by a trained instructor to ensure complete customer safety.

OUR COLLECTION OF CHALLENGES

SIGNATURE CHALLENGES

CLASSIC CHALLENGES

PRIMA CHALLENGES

With 3 exciting ranges and over 50 different Clip 'n Climb Challenges available in funky contemporary colours, Clip 'n Climb has huge appeal regardless of age or aptitude. Do not hesitate to take a peek inside our Catalogue for more information.



ASCENDOR



ASTROBALL



CIRCUIT BREAKER



COOL BANANAS



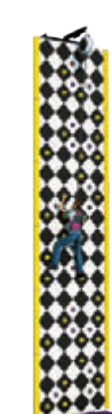
DARK TOWER



CORNERED



DETONATOR



DIAMONDS



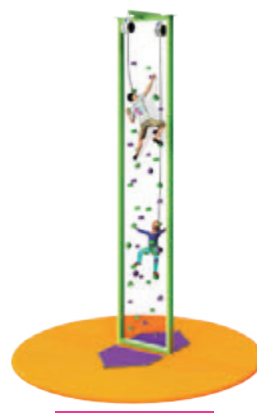
DRY ICE



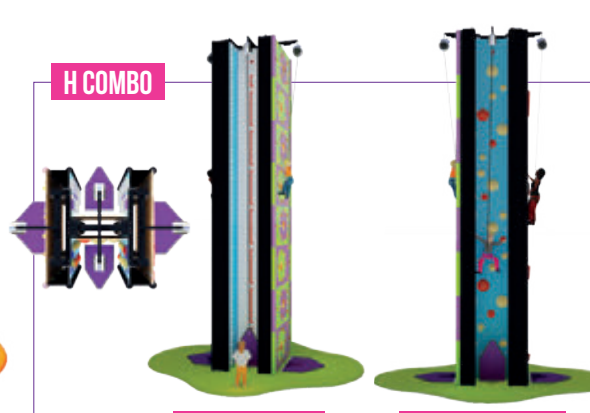
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JUNGLE VINES



FACE TO FACE



H COMBO

STEELWORKS



DOVE CHIMNEY



JUNGLE GYM



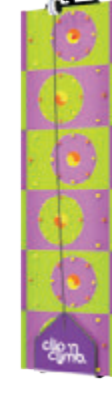
LEAP OF FAITH



LIGHTNING CRACK



MORSE CODE



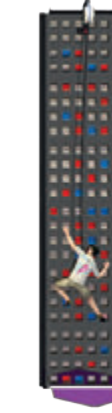
ORBITAL



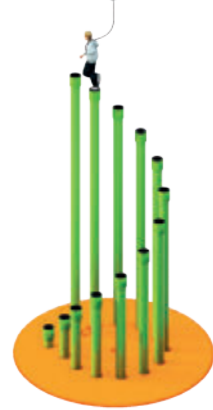
PIXETRON



RED SQUARE



SKYSCRAPER



STAIRWAY TO HEAVEN



TIME TRAVELLER



TWISTER



VERTICAL DROP SLIDE



ALIENS



AMAZING



BIG CHEESE



CAVING LADDER



CHECKERPLATE



CLOUD 9



ZIGG ZAGG



BLOCKS



HELIX



PINBALL



PING



SMILEY



BOOMERANG



SPIKE



TRIPOD

MIX & MATCH

HOW DOES IT WORK?

FACILITIES AND CUSTOMER EXPERIENCE

You'll need to provide a range of facilities in addition to the main climbing area, including a reception area, toilets, changing rooms and lockers. Remember spectators and special events can provide valuable, additional income, so it's important to cater to them adequately at the outset.

The vast majority of customers find out about Clip 'n Climb facilities by word of mouth and the most powerful sales tool you will have is the blazingly coloured and awe-inspiring Clip 'n Climb Arena itself. Capitalize on it! Make sure you have comfortable and attractive viewing areas.



BRIEFING ROOM

Prior to entering the Clip 'n Climb Arena, all climbers must be fully briefed in a controlled environment. The briefing room should be adjacent to the arena, connected to the stock of harness and equipment, with no distractions and should contain at least some seating and a TV for viewing the Clip 'n Climb safety videos.



FOOD & DRINK

A café or vending arrangement is important for both climbers and spectators, and if managed correctly, can be an excellent stream of additional revenue. It will encourage your customers to stay longer if it's installed by the Clip 'n Climb Arena.



PARTY ROOMS

If you're intending to have parties or corporate events at your venue, make sure you have sufficient space – either specifically dedicated or adaptable from other everyday uses. As a guideline, we recommend putting space aside for one party room for every 15 climbing spaces in the Clip 'n Climb Arena.

All these spaces will act as sales tools for you, and are also a good way to enhance your facility's customer experience. Your customers will enjoy spending time in your venue if you ensure their customer itinerary is flawless.



THE **WOW** EFFECT IS PART OF THE CLIP 'N CLIMB EXPERIENCE.

Every visit to a Clip 'n Climb facility is memorable, and you can't lose your focus on treating your customers like part of the family.

CHOOSING THE RIGHT LOCATION

Clip 'n Climb offers a range of possible locations to investors for their business. In fact, Clip 'n Climb can be operational either as a stand-alone centre or act as a supplement to entertainment areas.

Due to the nature of the attraction, it drives footfall and becomes a leisure destination, especially when combined with onsite refreshments and facilities for groups, team building activities and parties. As such, it's important to ensure sufficient parking spaces can be made available for your Clip 'n Climb facility visitors.

Our Challenges' heights are adaptable - a key element when it comes to making your project a reality. This feature allows us to tailor our offer to your needs and constraints.

The Challenges' dimensions and technical specifications make it possible to seamlessly add Challenges in an existing centre.

BUILDING REQUIREMENTS

The ideal building will have a load bearing floor (e.g. concrete slab), with straight walls and exposed structural steel available to mount Challenge frames against. As most buildings present some issues, our experienced Clip 'n Climb engineers will determine the appropriate method of fixing and installing the Challenges to meet relevant national and international safety standards.

The Clip 'n Climb sales team can work with you and offer a free site visit to determine suitability.



HOW DOES IT WORK?

CLIP 'N CLIMB IS SUITABLE FOR DIFFERENT SET UPS

STAND-ALONE

Clip 'n Climb being a strong worldwide brand, it can exist on its own as a branded centre. Provide your customers with the full Clip 'n Climb customer experience and give them a first class ticket to our universe.



GROUND FLOOR

Office • Briefing room
Changes • Reception area
Accessible WC • Store • Arena

- Climbing arena size: 315m²
- Building size ground floor: 500m²
- Building size first floor: 166m²
- Climbing Challenges: 25
- Climbers: 31

FIRST FLOOR

3 party rooms • Café sitting area • Servery • Kitchen



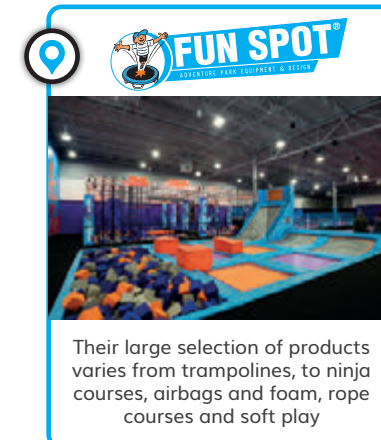
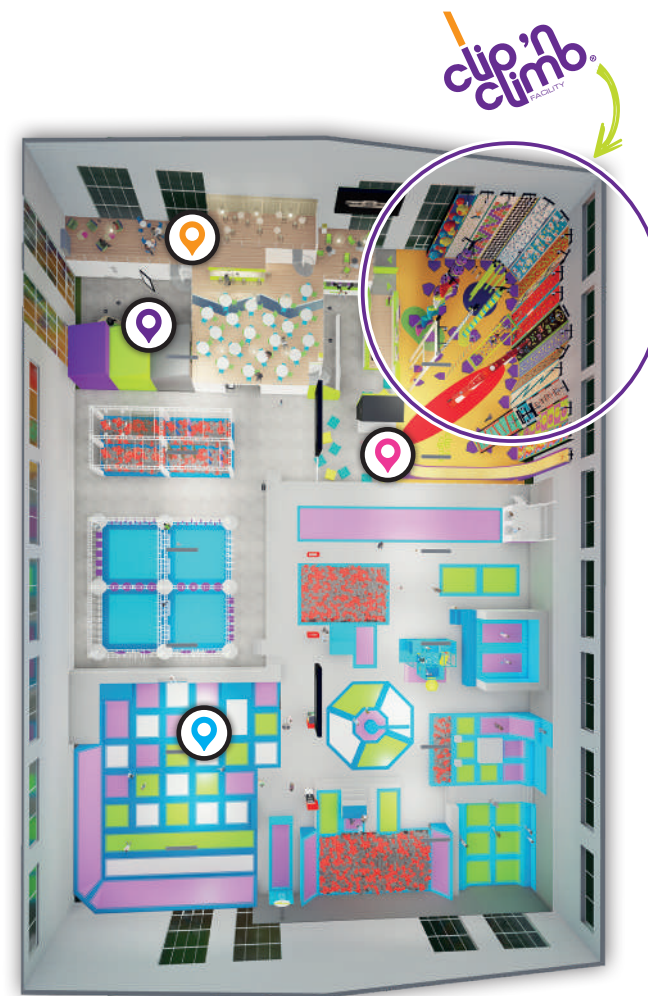
ADVENTURE ZONE

Adventure zone is a great attraction in outlets or shopping malls. It brings an unoccupied area to life!

- Climbing arena size : 87m²
- Climbing Challenges : 7
- Climbing lines : 10
- Climbers : 13

MULTI-PURPOSE ACTIVITY CENTRES

Clip 'n Climb is an amazing opportunity for amusement and family entertainment centres to develop a multifaceted offer. A playful and active zone that will differentiate your park from others and favour repeat customers.



Their large selection of products varies from trampolines, to ninja courses, airbags and foam, rope courses and soft play



Lockers and wall-bench combinations solutions



A real ROI driver that turns regular activity into an active play environment with ValoClimb and ValoJump



Interactive and immersive games to make your facility stand out



Safety solutions, ziplines and free falls to provide your guests with an exhilarating experience

We and our sister-companies and official distributors can provide you with a full range of sportainment products to complement your leisure activity portfolio. With our extensive network, we are also able to provide security systems, solutions for locker rooms, and additional products like trampolines or interactive games!

TIM GERACI,
SILVERLAKE "THE FAMILY PLACE"
UNITED STATES

"Being a membership-based Fitness and Multi-purpose facility, we saw where the fitness industry was going and the challenges it presented. We made a conscious decision to diversify and differentiate ourselves and focus more on family fitness and entertainment. Fitness is still one of our core values, but now it comes in different forms like Clip 'n Climb. The best part about it is that the whole family can do it together!"

HOW DOES IT WORK?

CLIP 'N CLIMB OPERATIONS

Because of the nature of Clip 'n Climb, it's incredibly important that operations lie at the heart of everything we do. From the safety of visitors and staff, to the characteristics of the people who work with us, these pages provide helpful information on the operations you need to consider when investing in your very own Clip 'n Climb centre.



Rest assured, we will provide you with our full support throughout every step of your project, including training. Operating a leisure venue won't seem like an insurmountable challenge when you're equipped with all the tools we provide.

SAFETY

Clip 'n Climb is unique in that it transfers most of the responsibility for personal safety from the climber to the operator, so it's critical the operator takes their customers' safety extremely seriously.

We have condensed all of the operational experience we've accumulated over more than a decade running highly successful facilities around the world into our comprehensive Operator's Manual. This manual details the recommended operating practices, safety procedures and practices that should be considered and adopted depending on the characteristics of a particular venue.

SESSIONS

Running timed sessions is the ideal method for providing a fantastic experience for visitors that doesn't compromise on safety. Sessions are usually an hour with an additional 10 to 25-minute briefing.

Groups should focus on one activity at a time, as the distraction of moving from one activity to another can compromise safety procedures. This applies to venues where multiple activities (e.g. rope courses or soft play) are offered.

BRIEFINGS

The safety video briefing should be conducted in a quiet room where the video can be heard clearly with staff on hand to point out fire exits and procedures and answer any questions.

Staff presence also helps to ensure the climbers and clippers are paying attention to the briefing.

STAFF PROFILE

We recommend employing high energy, enthusiastic and customer-focused staff first and foremost, as the specific skills needed to work in a Clip 'n Climb facility can be easily taught.

Instructors must be able to climb all the Challenges at your venue and will ideally have a basic and practical knowledge of climbing rope and harness work – although, again, training in these areas can be provided if necessary.

STAFF TRAINING

In addition to the detailed staff training information contained within the Operator's Manual, new staff can visit a Clip 'n Climb centre that is operated by Clip 'n Climb for practical, hands-on training and live demonstrations of safety procedures.

Alternatively, existing Clip 'n Climb centres will provide on-site training for staff at new venues. We offer one week's training for all staff.

STAFF NUMBERS

Different facility models and sizes require different levels of staffing depending on the number and type of Challenges available, opening hours, climbing capacity and spectator facilities on site.

Staffing scenario: A typical Clip 'n Climb centre with a maximum capacity of 30 climbers in the Arena, open 80 hours a week would require:

Salaried staff:

- Centre Manager
- Senior Instructor x 2
- Receptionist x 2

Part time casually employed staff is a great way to handle to the different time slots.

There should be a minimum of two instructors in the Clip 'n Climb Arena at all times when there are climbers present and there should be at least one instructor for every ten climbers.

Certain Challenges like the **Leap of Faith** and **Vertical Drop Slide** should be overseen by a dedicated, additional instructor.



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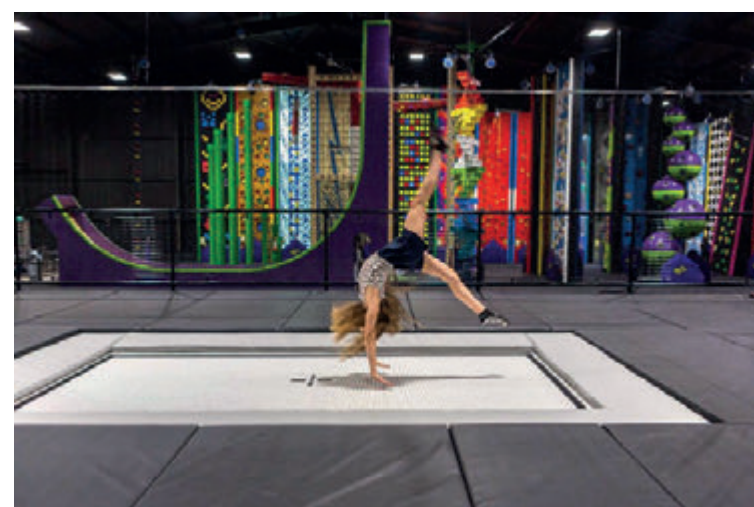
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