

## ARCELORMITTAL ORBIT ABSEIL FAQ'S – GENERAL PUBLIC

- **Do I need to book in advance?** To avoid disappointment we highly recommend you pre-book your abseil, especially in holiday periods. If you would prefer to speak to one of the team, please call 02031980407. Please note a £2 booking fee is charged for telephone bookings.
- **Are there any restrictions?** To complete the ArcelorMittal Orbit you must be over 16 years old. 16 and 17 year olds require parental consent and adult supervision at a ratio of 1 : 10. There is no upper age limit as long as you are fit and healthy.

There is a weight limit of 19 stone and a minimum height requirement of 1.2 metres. If you are pregnant, unfortunately you cannot take part in the abseil. Please see our Terms & Conditions for more information.

- **What are the opening times?** Opening times vary and depend on which day you plan to visit. You can check availability on-line at [www.wireandsky.co.uk/orbitabseil/bookings](http://www.wireandsky.co.uk/orbitabseil/bookings). If you would prefer to speak to one of the team, please call 02031980407.
- **What should I wear?** Your shoulders, midriff and upper legs should be covered. No loose clothing please e.g. long skirts or flowing cardigans. On your feet please wear closed toe shoes, trainers or boots that could not fall off. Open toe shoes, flipflops, sandals or high heels are not permitted. Long hair must be tied back. Jewellery and scarves must be removed. Weather at the top of the ArcelorMittal Orbit is often magnified, so bring a waterproof jacket and warm layer. Fancy dress may be permitted but please see fancy dress FAQ for more info.
- **What time should I arrive?** Customers should arrive at least 15 minutes prior to the scheduled abseil slot. Arriving after the scheduled start time means you will not be entitled to a refund. There will be no compensation paid for consequential losses or other expenses of a similar nature.
- **What happens in bad weather?** We constantly monitor the weather situation and will keep you updated in advance if we feel that the weather may affect your event. We reserve the right to postpone abseils due to bad weather (strong winds, heavy rain, electric storms) for safety reasons. If your abseil has been cancelled due to bad weather, we will endeavour to reschedule your abseil to a time that is suitable to you. Alternatively, if you cannot return, we'll give you a refund, or if you used a Gift Card, we will reactivate your voucher code.

- **Do I need to bring anything with me?** Please bring a printed version or electronic version of your downloadable ticket to be scanned. This should have been emailed to you after making your booking. Any problems, please contact orbitabseil@wireandsky.co.uk.
- **Is there somewhere to keep my belongings?** There are lockers available to put your personal belongings in but these are left at your own risk.
- **Can I bring spectators?** Spectators are welcome at the ArcelorMittal Orbit. The ArcelorMittal Orbit is open to the public from 10am – 6pm in the summer months and 11am – 5pm in the winter months. During these times friends and family can purchase tickets ([www.arcelormittalorbit.com](http://www.arcelormittalorbit.com)) to watch the abseil from the top of the structure. Alternatively, they can watch at ground level beside the landing site, although please note that there is an exclusion zone around this area and entry by public is strictly forbidden for safety reasons.
- **How do I get there?** The nearest tube station is Stratford . From there you need to walk through the Queen Elizabeth Olympic Park (approximately 1 mile) to the base of the ArcelorMittal Orbit (you can't miss it!). The abseil area is signposted from the waterfront. For satnav users, the address is: Queen Elizabeth Olympic Park, 3 Thornton St, London E20 2AD.
- **Where is the nearest car park?** The nearest car park is car park B at Westfield Stratford City Shopping Centre. If you have a blue badge then there are 6 blue badge spaces located on Thornton Street, behind the ArcelorMittal Orbit.
- **Can children participate?** The experience is limited to people aged 16 and over. 16 and 17 year olds require parental consent and adult supervision at a ratio of 1:10. Unfortunately children under the age of 16 years old will not be admitted.
- **Are the abseils accessible for disabled guests?** We aim to make the abseils as accessible as possible. Call TBC to discuss your requirements with us and we will endeavour to accommodate your needs. Please note that we do require 14 days notice for disabled guests' bookings
- **What if I change my mind?** Our abseil instructors are used to helping abseil participants experiencing high levels of anxiety. They will support you and give you positive encouragement to go ahead with your abseil. Unfortunately, if you do change your mind on the day, we would not be able to issue a refund.
- **Will a photographer be present on the day?** Yes there will be. We work with a photographer who will take a photo of your descent and make your photographs available to you afterwards.
- **Can I bring my own GoPro camera?** Due to health and safety reasons, participants cannot bring their own cameras. For a small fee of £30 there is an option to buy a ticket which includes GoPro footage using the ArcelorMittal

Orbit's GoPros, which have been tested and passed by our Health & Safety department.

- **Can I buy tickets on the day?** Yes but we cannot take cash payments and we do get very busy, so it's best to book ahead.
- **What if I have lost my ticket?** Don't worry. Email [orbitabseil@wireandsky.co.uk](mailto:orbitabseil@wireandsky.co.uk) or call 02031980407 and we will do our best to help you.
- **How long does the experience last?** We estimate your experience will last around 2 hours but this can depend on numbers and weather conditions.
- **Can I bring my own camera?** Unfortunately not. No loose items can be carried during the abseil for health and safety reasons.
- **Can I bring medication?** Yes but you will need to leave it with your abseil instructor whilst you abseil and will be able to retrieve it afterwards.
- **Can I wear my glasses or hearing aid?** Yes, as long as they are not loose fitting or liable to fall off.
- **Can I wear fancy dress?** You can wear fancy dress as long as you are not wearing any loose fitting items that could get caught in the safety system (for example capes or wigs) or loose items that are liable to fall off during your descent. Look at our "What should I wear" FAQ for more information on what is appropriate. It is important that you adhere to our T&Cs regarding correct attire. We reserve the right to refuse entry to the abseil if we deem your attire to be inappropriate.
- **How do we get to the abseil platform?** There is a lift that takes you to the top.
- **How do I use a Gift Card?** Gift cards are redeemable online. Choose a time and date that is convenient and enter the code on your gift card into our booking system. Please note that the abseil operation does not run from mid-October to mid-April. Gift cards are redeemable for up to 12 months.