



# Lac'Cro Parc Internal Regulations

High-altitude acrobatic courses for independent practice

**ACCESS TO THE PARK IMPLIES FULL ACCEPTANCE OF THESE INTERNAL RULES AND REGULATIONS BY ALL PERSONS. IN ADDITION TO THE GENERAL TERMS AND CONDITIONS OF SALE, THE PARK DISCLAIMS ALL LIABILITY IN THE EVENT OF NON-COMPLIANCE..**

Lac'Cro Parc offers a fun activity area (workshops or games) where you can climb high, independently and with varying degrees of acrobatics, on and between trees or other structures, natural or otherwise, spread over several progressive courses.

There are different options available, depending on the size, desire and ability of the participants.

Entrance to the park gives you UNLIMITED access throughout the day during opening hours (which vary depending on the month).

You are considered to have completed the activities after spending 3 hours in the park (based on the time of payment).

You are responsible for your own safety: find out more before your activity and ask for advice when you arrive.

The receptionist will explain and guide you through the different options so that you can make your choice.

Please behave cautiously! The management reserves the right to take or apply any decision it deems justified.

-To refuse access to the park or to exclude (without refund) any person who does not comply with the instructions, or who behaves in a manner that is dangerous to themselves or others, or who is disrespectful to people, facilities or the environment.

- Temporarily or permanently evacuate the courses for your own safety in the event of bad weather conditions (storms with risk of lightning, heavy rain and wind gusts >70km/h, etc.).

## TERMS & CONDITIONS OF ACCES

1-Access to our tree climbing packages is regulated according to the height of participants (age is approximate).

2-Participants are free to choose their package. A package below their height is possible. A package above their height is not permitted except in special cases (e.g. a difference of a few centimetres) and after approval by management.

3-The duration of the activity varies depending on the course, from 1 hour to 3½ hours. This depends on the package chosen, the speed of the activity and the number of visitors (there is always a longer wait during holiday periods).

4-The last admissions to the park are between 1 hour and 3 hours before closing time, depending on the package.

5-The last departures on the courses will be 10 to 30 minutes before the park closes (indicated at the start).

6-All exits are final (for management, organisational and participant flow reasons).

7-We have a private car park for our customers ONLY. The gate is only open during opening hours.

8-Access to the facilities is prohibited to the public outside of opening hours.

9-Documents concerning accreditation, certifying bodies, internal regulations, safety instructions, OPAH diplomas, protocols, etc. are displayed and available for consultation upon request.

To participate in activities, you must:

- Have paid a valid access fee (practitioners or visitors)
- Have civil liability insurance
- Not have any physical or psychological conditions (joint, muscular, respiratory, cardiac, major surgery, etc.) in order to comply with safety requirements.
- The activity is prohibited for pregnant women and anyone who has consumed alcohol or any illegal substance or medication that may impair their abilities.
- Have followed the CUMEDS explanations (instructions for using the equipment at the start of the session and safety instructions) via a video and/or an operator during the introductory test, including those who have recently practised at Lac'Cro Parc or elsewhere.
- Be equipped with a harness and all necessary personal protective equipment (PPE).

Your harness will be provided, checked and fitted by qualified Lac'Cro Parc staff. No equipment other than that provided by the park is permitted.

- You must have successfully completed the test course, which must be validated by an operator.
- You must read and comply with the documents displayed in the park and on the courses: safety instructions, use of equipment, explanations of the courses, access to the courses according to the colour of the wristband, the various markings and signs, etc.
- Children under the age of 14 must be accompanied by a responsible adult who is present for the duration of the activity (on the ground, with no obligation to participate in the activities or on the courses). The adult must follow the explanations given at the beginning of the session on safety instructions and the use of equipment.
- For safety reasons, participants must not weigh more than 130 kg. Access to all courses is possible depending on physical condition. EXCEPT for course 6 with the Mega Tyro Thrills, which is not recommended for those weighing more than 100 kg, for safety reasons.

## FOR PRACTITIONERS MOVING THROUGH THE TREES

- Appropriate clothing for outdoor activities is strongly recommended (seasonal clothing and closed shoes are mandatory, bare feet are not permitted; we can lend you shoes if necessary).
- Long hair and glasses must be tied back.
- The activity cannot be done shirtless or in swimwear. The torso must be fully covered.
- Jewellery, scarves and other valuable items that could fall off (mobile phones, etc.) are prohibited.
- Backpacks without hanging straps are only permitted if they are less than 10 litres. For your safety, do not carry large, bulky or heavy bags that could affect your movements or the adjustment of the harness.

We have free, unsecured lockers as well as secure lockers available for a fee (€2 + €3 deposit) to store your belongings.

• Valuables (wallets, handbags, motorcycle helmets, etc.).

• Hand protection with gloves is recommended for riders taller than 1.35 metres (adventure and thrill packages): to prevent scrapes, minor

impacts, pinching, cold cables, etc. (personal gloves accepted or available for purchase at reception for €2.50 per pair, purchase required).

- All safety instructions given before the activity must be followed throughout the activity.
- Anyone who, after hearing the safety instructions, does not feel physically or mentally capable of correctly performing the manoeuvres required to progress independently, or who has not passed the practical assessment on the test course, must refrain from completing the course.
- A refund will be given only if the person has withdrawn after their first course.
- The signage at the entrance to each course and workshop must be consulted and respected (access according to height and chosen package

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maximum number of people allowed per platform = 3 / workshop = 2 / zip line = 1).

- Self-belaying with a carabiner on the continuous lifeline is mandatory throughout the course.
- Several operators are on hand to supervise, advise and assist you during your activity.

In case of any problems, staff can be recognised by their 'Lac'Cro Parc' T-shirts.

- It is strictly forbidden to remove the equipment yourself; have it removed by staff in the area where you were equipped.
- Smoking is strictly prohibited on the courses and in the park (forest). Smoking areas are marked and available.

#### **FOR VISITORS, ACCOMPANYING PERSONS AND PRACTITIONERS MOVING ABOUT ON THE GROUND**

- Respect signage, markings and ground markings so as not to disturb other users.
- Do not walk or stand near the games and zip lines that reach the ground.
- Do not cross the marked areas for your safety and to preserve the forest environment.
- Do not sit on or play with the safety barriers (natural or rope).
- Do not drag your personal protective equipment (PPE) on the ground (dirt, mud, etc.) or deliberately knock the carabiners. Any equipment damaged or broken due to improper use will be charged.
- Running, scaring others, pushing and shoving, and lighting fires (outside the barbecue area) are prohibited.
- Respect the environment and use the bins provided in several locations for your rubbish.
- Picking is prohibited: do not touch any vegetation or plants of any kind (risk of poisoning, hives, etc.).
- The site has a nearby water source. We accept no responsibility for any health issues.
- Our four-legged friends are welcome but must be kept on a leash and their waste must be collected.
- Visitors are required to pay an entrance fee of €1. Why? The park is private, so all entry is regulated. From a technical point of view, trampling in our forest weakens the trees and requires significant maintenance to ensure the sustainability of our activity. But for your comfort, we provide hammocks, relaxation nets, shaded areas, barbecues, and more.

#### **IMAGE RIGHTS**

Anyone accessing the site may be photographed for the purpose of illustrating brochures or commercial materials. Access to the park implies full acceptance of the Internal Regulations and releases Lac'Cro Parc from any legal action relating to image rights. Only amateur photographers and filmmakers are authorised to take photographs, strictly for use within the family circle. Professionals are requested to contact the park manager.

#### **DISPUTES - CONSUMER MEDIATION**

Any complaints must be addressed to Lac'Cro Parc. If no satisfactory response is received within 60 days, the customer may refer the matter to the Tourism and Travel Mediator, whose contact details and referral procedures are available on their website [www.mtv.travel](http://www.mtv.travel).

*The company accepts no liability in the event of non-compliance with these internal regulations.*

*Customers expressly agree to waive any recourse against us in the event of an incident, loss or damage to personal belongings (telephone, jewellery, documents, wallet, bag, etc.) (within the park and car park included).*