

CATALINA AERIAL ADVENTURE

POLICIES & REQUIREMENTS

Location:

This activity begins and ends just a short walk (15-20 minutes) outside of town at the Descanso Canyon Adventures Center behind Descanso Beach Club. Please leave town early enough to arrive at least 20 minutes before your scheduled activity time. Restrooms are not available while climbing, please use them before check-in.

Admission:

Each participant must present proof of ticket purchase at the time of activity check-in. Those without proof of purchase will not be permitted to participate. Ticket prices vary by day and season.

Length of Activity:

The Aerial Adventure can accommodate up to 12 participants per time slot. The activity will last approximately 90 minutes, not counting the 20 minutes required for checking in before your scheduled activity time.

Height / Weight Requirements:

Participants must be at least 55 inches tall. All participants will be weighed in, fully clothed, during the check-in process before the activity begins. Participants must weigh between 50 lbs. - 270 lbs. Those unable to meet this requirement at the time of tour check-in will not be permitted to participate and will not be offered a refund or rescheduled.

Age Requirements:

Participants must be at least 7 years of age. Children between the ages of 7-9 must be accompanied by a climbing participant at least 18 years of age who will act as the child's guardian for the length of the activity. Children under the age of 7 are too young to participate. Those unable to meet the age requirements will not be permitted to participate and will not be offered a refund or rescheduled.

Footwear Requirements:

Securable, close-toed shoes are required. Athletic shoes are recommended. We do offer a limited number of shoes to rent if proper footwear is unavailable otherwise.

Appropriate Gear:

No participant on the tour is permitted to use any other gear (helmet, harness, trolley, etc.) besides that which is provided by the Aerial Adventure Staff at the outset of the activity.

Other Requirements:

To accommodate the full body harness comfortably, long shorts or pants, and shirts that cover shoulders are strongly encouraged. Skirts, belly shirts, tank tops and bathing suits will not be permitted. Please remove dangling earrings. Participants with long hair must secure their hair back with a hair tie or similar accessory. We will not be held responsible for any lost or damaged belongings. Please store any and all unnecessary items in lockers provided during check-in.

CATALINA AERIAL ADVENTURE POLICIES & REQUIREMENTS CONTINUED

Health Requirements:

All participants are required to hike short distances, ascend and descend stairs, need to be of average mobility and strength, and in reasonably good health. We do not recommend participation with preexisting injuries, back, neck, or heart issues. Please consult your doctor if you are unsure whether this activity is suitable for you. If questions still remain, please speak to one of our representatives at (800) 626-1496 before booking your activity. If upon arrival it is made clear to the Aerial Adventure staff that you are not of adequate mobility, strength, or health, for your safety we do reserve the right to refuse your participation. Because of the potential health and safety risk to the baby, pregnant guests will not be permitted to participate.

Refunds / Rescheduling:

We have a strict 24 hour cancellation policy. Refund or rescheduling options will only be offered until 24 hours before a reservation. No refunds or rescheduling will be permitted afterwards. Late arrivals, no-shows, and those not meeting activity requirements during check-in will not be refunded or rescheduled. Please review all activity requirements and plan your day and travel arrangements accordingly.

Weather Cancellations:

We will not cancel Aerial Adventure time slots due to cold or mildly rainy weather. Aerial Adventure management may cancel time slots because of unsafe weather conditions such as heavy winds, heavy rains, and/or potential thunderstorms. If time slots have been canceled by management because of unsafe weather conditions, tickets will be refunded or rescheduled for a later time.

Release of Liability:

All participants are required to sign an acknowledgement of risk and release of liability waiver during the check-in process 20 minutes before a scheduled activity. Participants under the age of 18 must have a legal guardian sign for them at this time. Without parental consent and signature, minors will not be permitted to participate and will not be refunded or rescheduled.

Misbehavior / Vulgarity / Alcohol / Drugs:

Aerial Adventure staff is in no way obligated to accommodate a guest or group that appears to be impaired, ignoring staff instructions, or that is found in any way to be endangering the safety of themselves, others, or the course environment. Such guests and/or those found disturbing the peace of others with profanity, vulgarity, or otherwise will be kindly escorted out of the course and not permitted to continue their activity. Refunds or rescheduling will not be offered in either of these situations. Smoking is not permitted during this activity.