THE CLIMBING ACADEMY POLICIES

Customer Behaviour

TCA staff work hard to provide great facilities and service. All customers are expected to conduct themselves respectfully and courteously towards fellow customers and staff members. TCA maintains a zero-tolerance policy against any form of abuse or inappropriate behaviour directed towards our staff or other customers. Staff are trained to, when necessary, ask customers to leave and contact the police. All staff are trained to report incidents which are reviewed and acted on accordingly. If necessary customers will be banned from TCA premises.

Customer Equality & Inclusion

At TCA, we believe climbing should be for everyone. TCA promotes equality, diversity, and inclusion, ensuring all customers are treated with dignity and respect, free from discrimination or harassment, in line with the Equality Act 2010. This applies to all customers, visitors, and participants, covering facility use, climbing activities, and interactions. We comply with the Equality Act 2010, protecting individuals from discrimination based on age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion/belief, sex, and sexual orientation.

Our Commitments:

- Our goal is always to balance inclusion, safety, and respect for everyone in our community.
- Ensure equal access to centers, facilities, and services.
- Remove physical, procedural, or cultural barriers to participation wherever possible.
- Provide facilities and services respectfully, including accessibility information.
- Respond promptly to discrimination, harassment, or inappropriate behavior complaints.
- Regularly review practices for compliance and best practice.

Customers and visitors must treat others with courtesy and respect, refrain from discriminatory behavior, and report any concerns to staff immediately. Reports will be investigated promptly, sensitively, and confidentially, with appropriate action taken.

Condition of Use

All TCA centres apply these Conditions of Use.

Closing Time

All customers are reminded that our stated closing times indicate when customers must leave the building. This means that your climbing/gym session will need to end in advance of our closing time to enable you to be ready to leave. Please respect our staff's request in order that the buildings can close at the advertised times.

Bouldering & Gym

No later than 10 minutes before we close TCA staff will begin to make all customers aware that their last climb/gym set should end 10 minutes before closing.

Roped

No later than 15 minutes before we close TCA staff will begin to make all customers aware that their last climb should end 15 minutes before closing.

Music

Music Content

There are three key components to our music policy:

1. Music should not contain swearing.
2. Music should be upbeat.
3. Music should be varied.

At all of our centres we use a Spotify account set up to filter explicit content. Staff are trained to play all music through our Spotify account at an appropriate volume. Customers are welcome to share playlists and music recommendations with TCA.

TCA reserves the right to play music outwith their Spotify account and may use other platforms such as Soundcloud and Mixcloud. These exceptions will be for events and using known DJ playlists. Exceptions will be approved in advance by the Operations Manager.

If at any point you are uncomfortable with the lyrics of a specific song being played within our centre then please inform the Duty Manager at reception. We do not intend to play offensive music and will be happy to change songs if this is the case.

We encourage all our customers to be part of the music selection at our centres. If you wish to make a playlist for use at TCA then please do either by sharing with a specific member of staff and/or sending it to ops@theclimbingacademy.com entitled playlist for the name of the centre you wish to attend.

Quiet Time Policies

TCA recognises that customers may prefer there to be no music being played. It is at the discretion of individual sites and the Operations Manager as to whether a Quiet Time is implemented. Quiet time will be a period of time when no music is played. This will be advertised in advance.

As a customer if you wish to request a Quiet Time at one of our centres then please email ops@theclimbingacademy.com. We cannot guarantee it will be possible but we encourage all our customers to provide feedback to us.

CCTV

We operate CCTV within our sites. Please see the TCA CCTV Policy for further information.

Dogs

At all centres, due to the nature of our business, we are unable to allow dogs in our centres except for assistance dogs. Assistance dogs are welcome in the building at any time but are not permitted on the mat without discussion with the Centre Manager and understanding of the risks involved. Contact access@theclimbingacademy.com or your local centre if you have any further questions. Assistance Dogs are defined as:

- Guide Dog - Helps those with visual impairments,
- Medical Alert Dog - Detects upcoming medical episodes using scent training such as seizures, blood sugars and cardiac events,
- Hearing Assistance Dog - Helps those with a hearing impairment,
- Mobility Assistance Dog - Supports those who may have difficulty walking or use a wheelchair,
- Psychiatric Assistance Dog - Alerts and responds to behaviours caused by a mental health condition.

Emotional support dogs do not have public access rights under the Equality Act 2010 and therefore are not permitted in the centres.

At TCA we adhere to the guidelines set out in Assistance Dogs UK (ADUK) Welcoming Customers with Assistance Dogs.

Smoking

Customers - Customers cannot smoke inside the building, however smoking is permissible in the car park but we encourage all customers to please not smoke in our entrance ways.

Vaping

Customers - Customers are not permitted vape inside TCA buildings, they may vape outside in the carpark, in line with the smoking policy.

Laser Pens

Customers - Customers using laser pens are subject to the following restrictions:

- Must be used by someone 16 years old or above.
- No lasers in a class greater than 2 are to be used in the centre.
- Lasers must be used responsibly, in particular, customers should not use the laser across the centre, use is restricted to the route in front of the user.

Leaflets

Each TCA site has its own designated 'community notice board', which is overseen by a designated member of staff on a weekly basis. A staff member will ensure all leaflets are relevant to The Climbing Academy and in-date.

No other leaflets are permitted within the centre. Should customers wish to leave leaflets then they should provide a written request to helen@theclimbingacademy.com.

TCA works with specific charities. Any charities wishing to work with TCA should provide a written request to ops@theclimbingacademy.com. No unapproved charity boxes are permitted on the counter.

Customer clothing

Customers must wear climbing attire which is appropriate for the sport. Specifically, loose fitting clothing or sporting apparel is appropriate, whereas skirts are inappropriate. The Climbing Academy reserves the right to prevent customers climbing if their clothes are considered inappropriate or unsafe.

Clothing which obviously impedes movement and safe use of the climbing wall is not permitted (e.g. floor length skirts). Clothing/apparel which covers the eyes are not permitted unless supervised (e.g. use of a blindfold in instructed groups). Lastly,

instances of fancy dress events (e.g. competitions) should be approached with the same caution and staff are permitted to refuse climbing to individuals wearing outfits which are not considered safe.

Footwear

Whilst it is not mandatory, we strongly recommend that customers wear climbing shoes to get the best possible experience during their climbing session. It is not permitted to climb in:

- heels
- dirty trainers
- bare feet
- flip flops
- sandals
- socks

Staff are permitted to refuse climbing to individuals wearing shoes which are not considered appropriate and/or safe.

Tops On

TCA operates a strict Tops-on policy. This is to make our centres welcoming and inclusive. At least a vest and/or sports bra are to be worn at all times within the centre.

If you are climbing without a top on, our staff will politely remind you of this policy and request that you put a top on.

If at any point you are uncomfortable with customers not wearing clothing within our centre then please inform the Duty Manager at reception.

Jewellery

TCA strongly recommends all jewellery to be removed before climbing. TCA reserves the right for their staff to ask customers to remove or tape off an item of jewellery for safety reasons.

Headphone use

Customers are welcome to use headphones when bouldering. When wearing headphones, customers must continue to exercise care, common sense and self-preservation at all times. TCA reserves the right to request headphones are removed.

Phones/music devices should be kept in pockets and all wires should be kept under clothing. If the Duty Manager finds phones/music devices left on the mat the customer will be asked to place them in their pocket or their locker.

No headphones are permitted on customers belaying, lead climbing, top roping or using an auto belay.

No headphones are permitted in any TCA instructed courses.

Phone use

Customers using their phones for music and/or climbing apps are required to keep the phone in a place where it can not cause damage to themselves or others.

Brushes

We provide stick brushes for use in all of our bouldering facilities. We urge all customers to use these regularly before and after attempts to try and keep holds clean. Remember you're most likely to crush that problem if the holds are clean! We kindly ask that the stick brushes are put back in the mounts or racks after use. The brushes should not be left on the mat as they may be a hazard to you and/or another climber.

Lost Property

Our team will hang on to anything that's been left behind for up to 4 weeks, so it's really important that you come back in as quickly as possible to check for any lost items. We cannot resolve lost property issues over the phone in case we set aside the wrong items for you based on the description given. If you will be unable to visit the centre within 4 weeks please email us as early as possible. We do our best to return lost items, but we can't be held responsible for your personal property while at one of our centres. If items go unclaimed, they'll either be recycled or donated to charity.

The Newsroom & The Prop Store - glasgow@theclimbingacademy.com
The Mothership - themothership@theclimbingacademy.com
The Church - thechurch@theclimbingacademy.com
The Arc - thearc@theclimbingacademy.com

Lockers

TCA provides lockers for the use of our customers. These are temporary lockers for the use of customers whilst they are in our centre. There is no cost to use the lockers but customers must have a suitable padlock to use a locker. It is important that you remove your belongings and lock when you leave our centres.

TCA does not allow overnight and/or prolonged use of a locker. Please be aware that if we suspect a locker is being used overnight or on a long term basis then the lock may be cut the next time it is left overnight. Property will be placed in lost property until it is reclaimed. After 4 weeks unclaimed property will be recycled or donated to charity. Valuable items are securely destroyed or turned over to the local Police station.

Caffeine

TCA does not sell high-caffeinated energy drinks to U16s, and individual sites have the ability to refuse sales depending on the context.