

VISITOR AND OPERATING RULES

HANGAR Ostrava Climbing Center

Operator: Climbing gym s.r.o.

Company ID: 17445078

Registered Office: U Soudu 6200/19, Poruba, 708 00 Ostrava

Commercial Register: Regional Court in Ostrava, file number C 90189

Climbing Center Address: Nad Porubkou 2405, 708 00 Ostrava 8

1. INTRODUCTORY PROVISIONS

1.1 Purpose of Visitor Rules

These visitor and operating rules (hereinafter referred to as "visitor rules" or "VR") regulate the conditions of entry, stay, and activities of visitors in the premises of the HANGAR Ostrava Climbing Center. The climbing wall operated by the operator is primarily intended for:

- Training in bouldering and free climbing sports activities
- Climbing training as part of physical education
- Organizing sports competitions and events
- Recreational and sports activities related to climbing

1.2 Definition of Space

These visitor rules apply to the entire premises of the HANGAR Ostrava Climbing Center, specifically to:

- **Climbing Hall** - main climbing areas with boulder routes
- **Children's Areas** - children's movement park and training zones
- **Gym and Yoga Room** - space with yoga equipment, weight machines, free weights, and other fitness equipment
- **Social Facilities** - changing rooms, showers, toilets
- **Restaurant Areas** - bar, café, seating area, garden

- **Entry and Communication Areas** - reception, corridors, staircases
- **Outdoor Areas** - parking lot, garden

1.3 Definition of Terms

For the purposes of these visitor rules:

- **Visitor** - any person who, during the operating hours of the climbing center, is present on its premises, whether directly participating in climbing, belaying another person, or simply staying in the wall area or facilities.
 - **Climber** - a person actively performing climbing activity on any part of the climbing wall.
 - **Spotter** - a person who actively monitors the climber during bouldering, is ready to help guide their fall onto the crash pad and reduce the risk of injury. The spotter must be attentive, prepared, and capable of quick reaction.
 - **Child** - a person under 13 years of age.
 - **Minor** - a person aged 13 to 18 years (until reaching adulthood).
 - **Parent/Supervising Person** - legal guardian of a child, or another adult (over 18 years), who has assumed responsibility for the child during their stay at the climbing center.
 - **Staff** - employees of the operator, instructors, coaches, and other persons authorized by the operator to supervise or provide services.
 - **Professional Supervision (Service)** - a person designated and authorized by the operator to supervise safety and compliance with rules at the climbing center.
 - **Safety Video** - instructional video containing basic safety rules and instructions for climbing in the center, which every visitor must watch before their first visit.
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2. ENTRY TO THE CENTER

2.1 Operating Hours

The climbing center is open according to current opening hours, which are published on the operator's website and available at the climbing center reception.

The center is closed on Christmas Eve (December 24) and the operator reserves the right to change operating hours; in case of extraordinary events, operations may be suspended without prior notice.

2.2 Entry Conditions

Entry to the climbing center is conditional upon:

a) Age and health status:

- Entry to the center is permitted only to visitors over 18 years of age. Younger visitors are permitted entry to the center upon fulfillment of conditions specified in point 2.3 Entry of Children and Minors.
- The visitor must be in a health condition allowing safe performance of sports activities.
- The operator does not recommend climbing to persons with health limitations, especially cardiological problems, pregnant women, and persons with balance disorders.

b) Payment of admission fee:

- The visitor is obliged to pay the current admission fee according to the valid price list.

c) Registration on first visit:

- Every new visitor is obliged, before their first visit to the climbing center, to fill out a registration form, familiarize themselves with the visitor rules, and carefully watch the safety video. Familiarization with the visitor rules and their understanding is confirmed by the visitor through registration.
- The visitor is further obliged to purchase the climbing center's identification chip and is obliged to prove their identity and age upon staff request.

2.3 Entry of Children and Minors

2.3.1 General Rules

Children up to 6 years:

- Movement of children up to 6 years is permitted only in the children's movement park, where they must be under direct adult supervision. Movement and entry of children to the main climbing wall is **STRICTLY PROHIBITED**.
- **EXCEPTION:** Entry to the main wall is permitted for children up to 6 years only with a qualified instructor as part of an organized lesson, and only after prior arrangement with the operator.

Children 7-12 years:

- Children aged 7-12 years may perform activities on main walls only under direct and continuous supervision of an adult (min. 18 years), who assumes full responsibility for the child upon entry. The operator recommends that children use boulder routes specifically designated for them.
- **EXCEPTION:** Sports-performance active children (especially members of clubs, participants in performance courses) may climb without supervision only with written consent of their legal guardian and after prior arrangement with the operator.

Minors 13-18 years:

- Independent entry of minors is possible only with properly completed written consent of their legal guardian (form available on the website or at reception).
- Without written consent, entry is possible only accompanied by an adult who assumes responsibility for them.

2.3.2 Ratio of Supervising Persons to Children

To ensure safety, maximum ratios are established:

Children's areas (children's movement park, children's training zones):

- Maximum 3 children per 1 adult supervising person.

Main climbing wall:

- Maximum 2 children per 1 adult supervising person.

2.3.3 Responsibility for Children

- The supervising person, who is the legal guardian or another adult who visited the climbing center with the child, is responsible for the child.
- The supervising person is fully responsible for the safety and behavior of the child. The child must not be left unsupervised in any part of the center.
- The supervising person must actively supervise compliance with all safety rules.

2.4 Groups Over 10 Persons

All organized groups over 10 persons (schools, clubs, corporate events, celebrations, etc.) are obliged to report their visit at least 7 days in advance to email: ema@hangarostrava.cz. The email must include the expected number of participants, time of visit, and type of event.

The visitor is aware that in case of failure to report a group with sufficient advance notice and with regard to the current occupancy of the center, the group may not be admitted.

If the visitor is interested in using the services of a qualified instructor, these services must be ordered at least 10 days in advance at email: ema@hangarostrava.cz

3. RULES OF CONDUCT IN THE CENTER

3.1 Basic Principles of Safe Movement

Every visitor to the climbing center commits to observing the Basic Principles of Safe Movement by staying at the climbing wall, which are specified below.

3.1.1 Safety Rules for Climbing and Staying at the Climbing Center

- It is forbidden to climb barefoot. Climbing is only possible in climbing shoes or in indoor shoes with clean soles.
- Never stand, sit, or otherwise stay under climbers during their climbing - there is a risk of the climber falling.
- Simultaneous climbing of two or more persons on one boulder (climbing route) is prohibited.
- If you are not currently climbing, do not stay in the landing zone.
- Do not overestimate your strength, abilities, and skills.
- Do not leave any objects in the landing area (bottles, food, backpacks, mobile phones, chalk).
- Do not climb with jewelry, costume jewelry, watches, and other fashion accessories.
- Rescue and assistance to the climber (spotting) is recommended and permitted.
- When climbing, use only official holds and structures - climbing outside marked routes is prohibited.
- If fatigued or injured, stop climbing.
- To descend from a climbing route, use down-climbing holds and, if possible, avoid jumping down.
- Before starting to climb, warm-up and stretching is strongly recommended.

- Keep your children under constant supervision.
- Use liquid chalk instead of powder chalk.
- Throughout the entire center, observe rules of decent behavior and behave considerately toward other visitors.

3.2 Clothing and Hygiene

3.2.1 Footwear and Clothing

- Entry to climbing zones is permitted only after changing shoes, in clean sports shoes or climbing shoes. Climbing barefoot is prohibited (exception: special children's programs led by an instructor), climbing in dirty shoes or soiled climbing shoes is also prohibited.
- Entry to children's areas is permitted for children in socks, climbing shoes, or clean sneakers.
- The operator recommends choosing appropriate sports clothing for sports activities. For hygienic reasons, the operator strongly discourages climbing with an exposed upper body (without a shirt).
- The operator strongly discourages performing sports activities with accessories such as earrings, piercings, gel or long nails, watches, bracelets, chains, pendants, and other objects that may cause injury during a fall.
- The operator does not recommend using headphones while climbing for safety reasons.

3.4 Prohibited Activities and Substances

3.4.1 Addictive Substances

Throughout the climbing center premises, there is a strict ban on performing sports activities (especially weight training, climbing) under the influence of alcohol. There is also a strict ban on entry and performance of sports activities under the influence of addictive substances (drugs, psychotropic substances).

Staff has the right to refuse entry to a person who is obviously under the influence of alcohol or addictive substances.

3.4.2 Smoking

Throughout the climbing center premises, except for designated outdoor areas, there is a complete ban on smoking, including electronic cigarettes, cigars, and vaporizers.

3.4.3 Dangerous Objects

It is strictly forbidden to bring into and use throughout the climbing center premises:

- Sharp objects (e.g., knives, unprotected scissors)
- Flammables, chemicals, etc.
- Weapons of any kind

It is strictly forbidden to bring any glass, ceramic, and glass dishes into the main climbing wall area (especially landing areas).

3.4.4 Property Damage

Throughout the climbing center premises, there is a strict ban on intentional damage, drawing, writing, or other contamination of walls, holds, and any equipment.

3.5 Additional Rules

Business activities, as well as commercial photography and filming, are permitted throughout the climbing wall premises only with prior written consent of the climbing wall operator.

4. CONSUMPTION OF FOOD AND DRINK

4.1 General Rules

4.1.1 Prohibited Zones

In the climbing center premises, there is a strict and complete ban on consumption and leaving food and open drinks in the following areas:

- All climbing and landing areas of the climbing hall
- Climbing area, landing area, and mats in all parts of the children's movement park
- Gym and yoga

4.1.2 Permitted Zones

Visitors are allowed to consume food and open drinks only in the following climbing center areas:

- Restaurant areas (bar and café areas)

- Garden areas

4.2 Exceptions for Drinks

Entry to climbing areas is possible only with drinks in plastic closable bottles. It is strictly forbidden to leave drinks and any other items on climbing and landing surfaces.

5. USE OF EQUIPMENT

5.1 Equipment Rental

5.1.1 Climbing Shoes

Within the rental service, climbing shoes can be rented to climbing center visitors for a fee according to the current price list.

It is mandatory for visitors to wear socks in rented climbing shoes for hygienic reasons. Climbing and movement in rented climbing shoes barefoot is prohibited.

In case of damage or loss of rented climbing shoes, the customer is obliged to inform staff immediately.

5.2 Careful Handling of Equipment

5.2.1 Basic Principles

The visitor is obliged to handle equipment carefully, meaning they will use all climbing and operational equipment in accordance with its purpose, with respect for its function, lifespan, and safety requirements.

Every visitor is obliged to handle equipment carefully and purposefully, without unnecessary damage or excessive wear, not to manipulate the structures of climbing elements, holds, or other components, and to return borrowed equipment in its original condition and on time.

5.3 Chalk

5.3.1 Use of Chalk

Visitors may use powder chalk only in reasonable amounts, to limit dust in the air.

After finishing climbing, the visitor is obliged to clean the holds used during their climbing (brushes are available in climbing areas).

5.4 Reporting Defects

Every visitor is obliged to immediately report to staff any threats or safety risks they discover in connection with their stay at the climbing center. This may include:

- Loose or damaged holds
 - Cracks or other defects on the climbing wall
 - Damaged crash pads or other safety equipment
 - Non-functional lighting in climbing zones
 - Any other safety risk
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6. SPECIFIC RULES FOR INDIVIDUAL AREAS

6.1 Climbing Hall

6.1.1 Storing Personal Items

Store personal items that you take to the wall (chalk, water bottle, sweatshirt, etc.) in wooden shelves in the corridor by the children's movement park.

Do not leave items on the floor in the climbing zone or in landing areas.

Store items in lockable lockers in changing rooms; use special lockers for valuables.

6.2 Children's Areas

6.2.1 Children's Movement Park

Movement of children in the children's movement park is possible only in socks, climbing shoes, or clean sneakers.

Visitors to children's areas are obliged to maintain cleanliness and order, and return borrowed toys and equipment to their designated places. In all children's areas, there is a ban on entry and consumption of food and drink, with the exception of seating in the children's movement park.

Climbing by adults in the children's movement park and children's training zones is prohibited in the presence of children.

6.2.2 Child Safety

Entry of children is generally governed by these visitor rules, specifically point 2.3.

Parents and supervising persons are fully responsible for the safety and behavior of children. Children must not be left unsupervised in any part of the center.

In case of inappropriate behavior, the parent or supervising person will be asked to leave the center with the child.

6.3 Prohibited Zones

In the climbing center, it is the obligation of visitors to climb only within marked routes and areas. There is also a strict ban on climbing and entering certain areas. Specifically, it is prohibited to:

- Climb to the top parts of climbing profiles
- Climb onto the gallery - climbing ends with reaching the last hold (top)
- Cross safety barriers and railings
- Enter technical and staff rooms and storage areas
- Climb on the outer side of towers in the children's movement park

6.4 Maintaining Order in Climbing Areas

6.4.1 Personal Items

It is strictly forbidden to leave any items (including bottles, chalk bags, keys, mobile phones, etc.) on the floor in climbing zones and landing areas.

Visitors are obliged to store their personal items only in designated places, which are:

- Changing rooms
- Lockable lockers for valuables
- Designated storage areas in the hall

6.5 Gym and Yoga

6.5.1 Age Restrictions

The same age restrictions apply for entry to the gym and yoga as for entry to the wall, with entry for children up to 6 years prohibited in both areas.

6.5.2 Safety Rules

Entry to the gym and yoga is permitted to visitors only in clean indoor shoes or barefoot. Entry in outdoor shoes or climbing shoes is prohibited.

Every visitor is obliged to maintain increased hygiene when using exercise equipment, especially to ensure clean hands, use a clean towel during exercise, and use disinfectants to clean equipment after finishing exercise.

Every visitor must maintain order in the gym and yoga and always return equipment to its designated place. It is strictly forbidden to remove equipment from the gym and yoga.

Visitors are obliged to exercise increased caution when using equipment; when exercising with barbells, they are obliged to use collars to prevent plates from falling off.

It is forbidden to bring and consume food in the gym and yoga. Drinks may only be consumed from closable bottles.

7. RULES FOR ANIMALS

7.1 Entry of Animals - General Conditions

7.1.1 Basic Requirements

Only dogs are allowed to enter the premises. Entry of animals other than dogs is strictly prohibited.

Dogs must be under constant supervision of their owner or another responsible person during their stay at the climbing center.

There is an absolute ban on dogs entering landing areas, climbing surfaces, all children's areas, changing rooms, gym, and yoga. Dogs may move only in areas specifically designated for them.

7.1.2 Designated Areas for Dogs

Movement of dogs is permitted only in these specific areas:

- Restaurant areas (bar, seating)
- Area in front of the bar
- Garden

7.2 Owner's Responsibility

7.2.1 Safety and Hygiene

The owner is fully responsible for their dog's behavior and commits to cleaning up after them, and is also obliged to prevent disturbing other visitors; in case of aggressive dog behavior, they are obliged to leave the premises immediately.

7.2.2 Restrictions

Entry to the climbing center is possible only with calm and socialized dogs.

Staff has the right to refuse entry to a problematic dog.

The operator reserves the right not to admit a visitor with a dog, at their own discretion.

The owner pays for any damage caused by their dog.

8. SAFETY WARNINGS AND PRINCIPLES

8.1 Basic Principles of Safe Climbing

8.1.1 Safety Rules for Climbing and Staying at the Climbing Center

Every visitor is obliged to observe the rules of safe climbing, which are specified in section 3.1.1. In addition to rules for safe climbing, sports, and staying on the wall and in the climbing center, every visitor is also obliged to observe rules of decent behavior.

8.1.2 Injury Prevention

To prevent injury, the operator strongly recommends:

- Performing thorough warm-up and stretching before climbing
- Not overestimating your strength, abilities, and skills
- Not climbing or exercising when fatigued, ill, or under the influence of drugs and substances affecting attention
- Using proper climbing technique
- Communicating with other climbers about your intentions

8.2 First Aid and Procedures in Case of Injury

The visitor is obliged to immediately report any injury to climbing center staff, who will record it in the Injury Book. A first aid kit and basic first aid equipment is available at the bar.

Every visitor is obliged to provide first aid to an injured person according to their abilities and, in case of serious injury, to immediately call emergency services (155).

9. RESPONSIBILITY AND SANCTIONS

9.1 Visitor's Responsibility

9.1.1 Principle of Own Responsibility

The visitor climbs at their own risk and responsibility, and all visitors acknowledge that they perform sports activities at their own peril.

By registering, the visitor confirms they are fully aware of all risks associated with climbing and bouldering.

The visitor is obliged to assess their own health condition, physical capabilities, and experience before starting to climb, and is responsible for them and the consequences associated with them.

9.1.2 Exclusion of Operator's Liability

The operator is in no way responsible for damage and harm that the visitor caused to themselves or others, especially by:

- Violating the visitor rules
- Overestimating their own abilities and skills
- Incorrect climbing technique
- Inattention or negligent behavior
- Hidden health problems

9.1.3 Special Recommendations

The operator strongly recommends that beginners use the services of a qualified instructor, who can be ordered within the climbing center.

Persons with health problems and limitations should consult with their doctor about climbing.

The operator also strongly recommends that all visitors obtain accident insurance and liability insurance.

9.2 Sanctions for Violation of Rules

9.2.1 Possible Sanctions

In case of violation or repeated violation of visitor rules, the operator is authorized to impose the following sanctions on the visitor:

- Immediate expulsion from center premises without right to refund of admission fee
- Temporary entry ban for a period determined by the operator
- Permanent entry ban in case of repeated or serious violation

9.2.2 Serious Violations Leading to Immediate Expulsion

- Entry under the influence of alcohol or addictive substances
- Aggressive behavior toward staff or visitors
- Sexual harassment, inappropriate remarks, ethically inappropriate and impolite behavior toward staff or other visitors
- Intentional damage to equipment
- Endangering the safety of other visitors
- Ignoring staff instructions in safety matters

9.3 Other Rights and Obligations of the Operator and Visitors

9.3.1 Operator's Rights

The operator and operator's staff have the right to change or supplement visitor rules at any time, close part of the center for operational or safety reasons, organize private events with limited public access, check and require compliance with visitor rules, and request proof of identity and age of the visitor.

9.3.2 Staff Rights

Climbing center staff has the right to require compliance with all provisions of visitor rules and, in case of violation of visitor rules, staff has the right to expel the visitor.

Staff has the right to check visitors' entry authorization, check compliance with visitor rules provisions, and issue instructions regarding safety and operations.

Staff also has the right to request proof of identity and age from the visitor.

9.3.3 Visitors' Obligation to Staff

Every visitor is obliged to comply with staff instructions in all matters concerning safety and operations and to respect staff decisions on operational matters.

Visitors are further obliged to cooperate in investigating any incidents or injuries and are obliged to provide assistance in checking compliance with rules.

10. FINAL PROVISIONS

10.1 Validity and Effectiveness of Rules

10.1.1 General Binding Nature

These visitor rules are binding for all climbing center visitors.

Every visitor, through their registration, expresses their consent for the operator to process and store the personal data they provided.

Every visitor, by visiting the climbing center, consents to the use of audiovisual materials (photographs, videos, etc.) taken on center premises for media or other promotional and presentation purposes.

Visitors confirm familiarization with the rules by registration before or during their first visit, thereby committing to their observance.

The valid wording is always available on the operator's website and at the climbing center reception.

10.1.2 Changes to Rules

The operator reserves the right to change or supplement these rules at any time, with changes taking effect upon publication on the website and on center premises.

Visitors are obliged to familiarize themselves with the current wording at each visit to the climbing center.

Thank you for respecting the visitor rules and rules of decent behavior. We wish you a pleasant and safe stay at our climbing center.

These visitor rules take effect on the day of publication and are valid until revoked.

In Ostrava, dated September 1, 2025

Climbing gym s.r.o.