

Frequently asked questions and answers

AbenteuerPark Potsdam

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Is climbing in the treetops safe?

Yes. Here at AbenteuerPark Potsdam, we use the Expoglider which is a personal continuous belay system that allows the user to pass from climbing element to climbing element, without having to unclick from the safety cable above. This allows easy handling and is so ideal for larger groups such as school classes and business events. Our systems meet the highest safety standard and guaranties that our park is fully equipped with the most recent technological norms. Our ParkRangers are highly trained and qualified and will help you with your climbing equipment as well as talk you through our safety introduction prior to your climb. The team at AbenteuerPark Potsdam has taken all the necessary steps to ensure our activities are safe, as long as you stick to the park safety rules.

How much do I have to pay?

The cost per person depends on what adventure options you would like to purchase. For a breakdown of the different climbing options and their respective prices, click to view our pricelist on our website at www.abenteuerpark.de/kletterwald/preise

How is the general procedure in your park?

It's that easy:

- You will be required to pay the balance for your entrance. We accept cash or cash card. Please note that we are not able to take credit cards such as Visa or Master card. Once payment is completed everyone will receive their climbing equipment.
- All participants will be fitted with a full body harness and helmet under guidance of our ParkRangers.
- Our ParkRangers will lead you then through a safety introduction and all climbers will have an opportunity to familiarise themselves with our equipment.
- Once you have completed the safety introduction you can climb from this point on unguided the different graded courses in our park. However our ParkRangers are stationed through-out the forest should you need any assistance or have any questions. We recommend to begin with the easier grades before tackling more demanding ones.
- Besides our climbing facilities you can refresh yourself with snacks and drinks in our idyllic forest Café.

How long can I climb for?

You have 2–3 hours (depending on adventure option selected) of climbing after you have been fitted with our climbing equipment and completed the safety introduction, to enjoy our variety of courses. We suggest to plan in

approx. 3–4 hours for your visit to make your experience as relaxed as possible.

How many courses can I climb?

You have 2–3 hours (depending on adventure option selected) of climbing after you have been fitted with our climbing equipment and completed the safety introduction. In this time you can climb the courses as many times as possible.

What is the best time to come and visit?

We have usually more guests on weekends and school holidays which can result in delays in the park. We recommend therefore considering weekdays, too, if possible.

Do I need to make a booking?

We advise bookings for groups of 10 and above to avoid disappointment. Our weekends and school holidays are especially busy and can often be full. Booking is essential if you wish to use a private ParkRanger. To ensure your preferred date and time is available please make sure you book in as soon as possible.

How can I book for a birthday event?

You can find all information about our different birthday special programs and offers on our website at www.abenteuerpark.de/kletterwald/geburtstags-specials

How can I book school classes for general climbing or the Klassenabenteuer program?

You can find all information about school class programs and offers on our website at

www.abenteuerpark.de/schueler-und-auszubildende

How can I book the Outdoor Team Events?

You can find information and advice on our website at

www.abenteuerpark.de/outdoor-team-events

If you wish personal advice or have still questions unanswered please don't hesitate to contact us by phone or email.

What happens if the weather is bad?

In case of bad weather, the park will remain open and activities will happen as usual. AbenteuerPark Potsdam is a lot of fun even in the rain. In case of lightning or heavy winds, the park will close until conditions improve. Therefore we reserve the right to end all climbing activities or programs due to safety concerns. We thank you for your understanding. Please also note the updates on weather conditions on our website.

Tree Event GmbH

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What should I wear?

We recommend that you wear casual sports clothing that you don't mind getting a little grubby. Closed in shoes are required, no flip flops or sandals are allowed (even in summer). Skirts are impractical and long hair needs to be tied back. You will be asked to remove all jewellery including: finger rings, bracelets, necklaces, scarfs and piercings before you begin climbing with us. Therefore we advise you to leave your beloved possessions at home. Guests can be refused access to the course if they do not have appropriate clothing to meet our safety standards.

What are the age requirements for children to climb by themselves?

Anyone under the age of 12 must have appropriate adult supervision whilst climbing in the tree tops. Anyone between the age of 12 and 18 must have the parental form or letter of agreement completed and signed by their parent or legal guardian. Please note: This applies also to minor children you bring on behalf of friends or family. You are welcome to take a private ParkRanger for your climbing sessions – booking essential.

What are the restrictions on the courses for children?

Our courses are staggered and begin with:

- The *Mini* course which is 1 meter above the ground. It can be conquered by our small guests from a **minimum body height of 120 cm (3ft11")**.
- The *Newcomer and Einsteiger* courses can be climbed from a **minimum body height of 130 cm (4ft3")**. Please note there must be one parent, or adult guardian, accompanying children under 12 years of age.
- All other courses are suitable for climbers with a **minimum body height of 140 cm (4ft7")** and must be accompanied by one parent, or adult guardian if children under 12 years of age. Our most difficult course can be mastered from a **mini-mum age of 16**.
- Our Big Zip (200m zip-line) is restricted to a **minimum body weight of 40 kg (88 lb)**

Whilst the minimum height requirements ultimately determine what adventure option is suitable for you and your group we also take our age recommendations into account

I am not participating in the activity, do I have to pay?

No, of course not – If you are not participating in the climbing activities you are welcome to just be a spectator and enjoy the pathways that take you through the park and allow you to observe and take pictures from your friends on the courses. But please before you head out; take a helmet (provided at reception) for your safety.

Is there a weight limit?

Yes, there is a weight limit of **120kg (265 lb)** for all courses.

Do I need to be good at climbing trees?

No special ability is required to participate. But you will need a certain degree of fitness and strength to negotiate some of the activities. If you have any doubts as to whether you are fit enough to participate, come on out to the park and check out the courses before you decide.

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