



www.ziplinehiltonhead.com
843-715-2842

BEFORE you book, please review the following requirements:

- Everyone must sign the [Participation Agreement](#) upon arrival.
- **Everyone must meet age, height and weight requirements** to participate. Please review the age matrix below for our courses in the FAQs.
- **Everyone must be at least 5 years old.**
- ALL climbers must be at least 42" tall to participate on the Aerial Adventure challenge course.
- ALL climbers must be at least 48" tall to participate on any course without an adult escort to assist them.
- **The weight restriction is a maximum of 265 pounds.**
- Everyone must be in good health, prepared to actively participate, and able to follow instructions.
- Participants **must NOT be wearing a cast or splint.** If you arrive in a cast, you will not be eligible for participation or refund upon your arrival.
- If you wear a **preventative brace** from an old or pre-existing condition, **your medical provider must clear you for participation in outdoor activities** such as ours and the brace cannot come between you and your safety gear.
- Participants **must NOT be pregnant.**
- Participants **must NOT be under the influence of ANY drugs or alcohol.**

BEFORE you arrive, please review the following requirements:

- Participants are required to arrive **30 minutes prior to their adventure start time.**
- Participants should wear well-fitting clothing that does not allow anything to hang loose or get tangled in the cables and rope. **Bathing suits, scarves, skirts and dresses are not permitted.**
- **Sneakers or hiking shoes are REQUIRED.**
- Flip-flops, water shoes and sandals are not appropriate and will not be allowed.
- Slip-ons, Tom's Shoes, Sperry's, Loafers, Crocs, Keens, Texas, Clogs, Toe-Shoes, and Five-Finger Shoes are not permitted.
- **Aerial Adventure Hilton Head reserves the right to make decisions about appropriate footwear at the time of the adventure.**
- Hats and visors are not permitted as you will be wearing a helmet.
- Please bind your hair back for safety.
- Please do not bring backpacks.



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- Please do not bring pets; we will not have a place for you to leave them while you're on the course.
- Cameras with a wrist strap that can be attached to your harness are permitted at your own risk, as are GoPro style mounted cameras - please bring your mounting hardware or straps.
- Water is provided on course.
- Do not smoke anywhere in the park, we are a Non-Smoking Facility.

Please review these Requirements regarding your participation:

- All participants must get specific training in using all safety and permanently installed equipment on the ropes courses.
- All participants must read and understand all instructions.
- All participants must understand and **accept the risks involved.**
- **All participants must disclose ALL relevant medical information to your Rangers and during your booking.** This includes but is not limited to: recent surgeries, sprains, strains, pulls, broken bones, stitches, and any condition requiring medication - such as allergies, asthma, heart conditions, diabetes, etc.
- If you or a member of your party is mentally or physically handicapped, this must also be conveyed to your Rangers. **This includes disclosing ANY spectrum disorder.** Please bear in mind that although lifestyles may not be altered by these concerns, we will ultimately have to alter operation of our adventures to accommodate those with needs exceeding a typical client's.
- **Understand that any signing guardian for any participant under the age of 18 is responsible for that participant throughout the duration of their adventure.**
- Timeslots and tickets are reserved only for the individual signing the participation agreement as a participant: tickets are non-transferable after the start time of the adventure, and any participants who come off the adventure course and have gotten out of the gear due to fear or exhaustion or discipline are not eligible to restart their adventure, nor transfer the remaining time to another member of their party.
- **Aerial Adventure Staff reserves the right to remove anyone from the Aerial Park who is unable or unwilling to perform all safety tasks independently, or who is in breach of the safety rules.**



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Ticketing FAQs:

What if we arrive late for our tour time?

- **Guests are required to arrive at least 30 minutes before the scheduled departure time. Groups depart on time. No refunds will be issued for late arrivals.** If you fail to meet your appointment, we still incur all of the same expenses, and may have turned others away.

If my tour starts at a set time, why do I need to be there 30 minutes beforehand?

- All participants must fill out a participation agreement before being allowed on the course. All minors must have their participation agreement signed by an adult 18+ years of age in addition to their own signature. Participants will also meet the rangers who will be conducting their activity and learn information that is specific to the course site. Due to the nature of our operation, it is not possible to delay start times. If we cannot reschedule your activity, you will not be eligible for a refund.



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Age and Requirement FAQs:

What courses are kids allowed to climb by age?

- Please see chart below that shows which courses each age group can climb:

Age Range	2 Green Courses	2 Blue Courses	Single Black Diamond	Double Black Diamond
5 – 6 Years Old	Adult Escort (1:1 Ratio)	No	No	No
** 7 – 9 ** Years Old	Adult Escort (2:1 Ratio)	Adult Escort (2:1 Ratio)	No	No
10 – 13 Years Old	Adult Supervision	Adult Supervision	Adult Escort (2:1 Ratio)	No
** 14 – 15 ** Years Old	Adult Supervision	Adult Supervision	Adult Supervision	Adult Escort (2:1 Ratio)
16 + Years Old	Solo	Solo	Solo	Solo

Is there a height, age or weight restriction?

- **ALL climbers must be at least 42" tall to participate on the Aerial Adventure challenge course.**
- **ALL climbers must be at least 48" tall to participate on any course without an adult escort to assist them.**
- Whenever adult participation is required the appropriate adult/child ratio must be met. **All adult escorts are charged as paying participants and have access to all 6 of our routes during their adventure.**
- Minors aged 5-6 may only climb on our two Green Courses and **MUST be escorted** by an adult in a 1-1 ratio (1 adult per 1 child).
- Minors aged 7-9 may traverse the Green Courses and the Blue Courses but **MUST be escorted** by an adult (1 adult per 2 children).
- Minors aged 10-13 may traverse the Green and Blue Courses but **MUST be supervised** by an adult who is remaining on the property. 10-13 year olds can traverse the Single Black Diamond Course but **MUST be escorted** by an adult (1 adult per 2 children).
- Minors aged 14-15 may traverse the Green, Blue, and Single Black Diamond Course but **MUST be supervised** by an adult who is remaining on the property. 14-15 year olds can



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traverse the Double Black Diamond Course but **MUST be escorted** by an adult (1 adult per 2 children).

- Ages 16+ are free to traverse all our courses without an adult escort, but anyone under 18 must be signed for by an adult who is responsible for the participant for the entire duration of the adventure.
- Any minor or a parent or guardian who lists the age of any participant dishonestly or inaccurately not only falsifies information on a legally binding contract but also increases the risk of injury to the child, the escort, our rangers and the other participants on the adventure course.
- Regarding a weight restriction, the limit is 265 pounds.

Do I have to be really fit to do the course?

- Most people that lead an active lifestyle and are in good health should not have any difficulty in completing many of the courses. You are able to proceed at a pace that is comfortable to you. You are also welcome to leave the ropes course and take a break within your 2 hours. Depending on age and physical ability, even the green courses can be challenging for our younger participants, the blue courses may provide a significant challenge for some, and the black courses are very challenging.

How difficult are the ropes courses?

- The courses range from easier (Green) to expert (Double Black Diamond). Relative to each person's ability, the courses are very manageable but become more physically challenging as you progress to more difficult courses. If you have not been up in the air before you may be unsettled at first about being 12 feet above the ground on a Green course, 24 feet above the ground on a Blue course, or 36 feet for each of our Black courses. You will be secure in your harness while on the courses because you are Always Attached. Aerial Adventure Hilton Head Rangers are in charge and in control of your accessing each course and the main tower hub.

Is this tour suitable for pregnant women or anyone with recent injuries?

- Please be in good health. This activity is not suitable for pregnant women or anyone recovering from recent surgery or procedures.



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What if I have medical concerns?

- Please disclose ALL relevant medical information to your guides during your booking. This includes but is not limited to: recent surgeries, sprains, strains, pulls, broken bones, stitches, and any condition requiring medication-such as asthma, allergies, heart conditions, diabetes, etc. If you or a member of your party is mentally or physically handicapped, this must also be conveyed to your guides; this includes any spectrum disorder. Please bear in mind that although lifestyles may not be altered by these concerns, we will ultimately have to alter our tours and adventures to accommodate those with needs exceeding a typical clients.

Availability FAQs:

How does your seasonal availability change?

- During the off-season, tour times and bookings may become unavailable due to weather or other operational needs. Please review the open days and tour times before booking your adventure, and remember that we always highly suggest making reservations in advance.

What is your weather policy? What happens if it rains or the weather conditions are dangerous?

- Aerial Adventure Hilton Head operates rain or shine, so we recommend dressing for the weather! Because safety is our number one concern, the course may close in the event of severe weather such as lightning or high winds. Advance notice may not be possible. Although we are unable to offer refunds, in the event of any course or park closures, your time may be extended or vouchers will be made available for you for a future reservation.

Participation FAQs:

What clothing should I wear?

- Wear well-fitting clothing that does not allow anything to hang loose or get tangled in cables and rope. Long hair and jewelry should not be left loose. **Dresses, skirts, and bathing suits are not permitted. Rubber-soled sneakers or hiking shoes are required;** all shoes must have closed-toes and a fitted heel. Flip-flops, water shoes, clogs, slip-ons, Tom's, Crocs, Sperry's, Texas, Keens, sandals and water shoes are not permitted.



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Is there somewhere to store my belongings?

- We will have a dedicated property bag for your tour that will remain on the ground with members of management for the duration of your tour to hold non-medical belongings such as keys, wallets, cell phones, pocket knives, etc.

Can I bring my camera?

- Yes, small phones and cameras with straps are allowed on the tour.

What equipment is provided?

- **A harness, helmet, and gloves are provided with your admission ticket.**

Will there be a ranger with us at all times?

- While the Aerial Adventure is a self-guided activity, there will be rangers at the central tower for the duration of the event that can provide assistance to all our climbers as needed.

Will there be any ziplining involved on this adventure?

- **No, there is no ziplining on our Aerial Adventure.** The 2-hour adventure involves 6 invigorating obstacle courses for all abilities; there are age restrictions for the more advanced courses, please see the previous questions or ziplinehiltonhead.com for this information.

Aerial Adventure Hilton Head Facility Site Specific FAQs:

Are food and beverages available?

- Food and beverages are not provided during the tour. There will be water coolers on the course for rehydration, as well as at check-in. Bottled water, Gatorade, and light snacks are available for purchase at the check-in kiosk. We recommend having eaten before your arrive to participate on your tour.

Is there a fee for parking?

- No, **parking is free** for all guests.