



Important & useful Information about Canyon Park Activities

To make sure that activities run smoothly and to help you have a great time at Canyon Park, please read the following useful information carefully:

- 1. WEATHER:** Our activities take place outdoors. Some activities cannot go ahead in adverse weather conditions. If we have to cancel activities due to bad weather, **Canyon Park will send an email the day before** to the address provided upon booking with cancellation information or alternative dates. If you have already paid for your activity or wish to use a gift voucher, you will be reimbursed or offered the option to come on another day.
- 2. BOOKINGS:** All activities at the Park have a maximum number of participants and fixed times. If you need to **modify your booking** (add or remove participants) please write to us at **info@canyonpark.it at least 24 hours before** the planned start time of your booked activity.
- 3. CANCELLATIONS:** Each individual booking or ticket can be **cancelled up until 24 hours before the activity start time**. If we are not informed beforehand about participants who cannot attend, **you will be charged for the number of people on the booking**. Sorry – but this is to give others the chance to take part.
- 4. ACTIVITY START TIMES:** You should arrive around **30 minutes before the start time** of each activity. We will try to be flexible, but if you are late there may not be space in the next group (with a later start time).
- 5. PARKING:** You may only park vehicles at Canyon Park in the dedicated car park if you have **an active booking**, although guests (for example non-participating parents accompanying young people) are welcome.
- 6. HEALTH AND SAFETY REGULATIONS:** All activities at Canyon Park take place outdoors, and there is plenty of space for visitors to spread out. All our staff closely follow the health and safety regulations in force. We recommend that you bring a mask for getting kitted out (by our staff). After that, the activities are free from restrictions. We sell face masks if you forget to bring one. All equipment is sanitised after each use.
- 7. TOILETS:** There are toilets in the parking area and at the OUTdoor base centre. They are reserved for Canyon Park customers.



8. **BACKPACKS/PERSONAL ITEMS:** There are dedicated spaces to leave your personal items or backpacks when participating in activities. For SUP activities we provide waterproof canyoning bags.
9. **BAR:** There is (by choice) no bar or coffee shop at Canyon Park. We have free, natural spring water available for everyone. We suggest bringing a reusable water bottle or flask, and discourage bringing plastic single-use bottles.
10. **RELIEVE THE EXPERIENCE:** We encourage a “DIY” approach to creating multimedia content! Our helmets have GoPro camera mounts (for Zip Line and SUP activities) and your harness has a pocket to bring your phone along safely. You can record videos or see interactive content along the high wire routes or on you SUP board (provided by ECOlab).
11. **CHILL OUT AREA:** There are various picnic areas around the Park (some with tables) available to visitors with booked activities. In the INmind Forest, you can pay a fee to enjoy a private area with hammocks, picnic tables and lots more.
12. **AREA FOR CHILDREN:** In the INmind Forest there is a private playground in a beautiful natural setting, dedicated to children under 10 (who must be accompanied by an adult). Entance to this area is included in the price of all INmind and Kids Forest activities. If your booking is for another activity you can pay a fee to use the playground.
13. **ZERO IMPACT:** Canyon Park staff are scrupulous about keeping all areas of the Park, public and private, clean and clear of rubbish. We make sure that any waste is sorted and processed properly. There are two areas in the Park where you can sort any waste. We ask you to:
 - Carefully sort your waste
 - Leave areas clear and tidy, as you would like to find them
 - Try to reduce single-use plastics or containers as much as possible
 - Actively contribute to keeping the Park free of rubbish. It’s a natural location that belongs to everyone.

**Those are all the rules...we promise!
Now you can concentrate on having fun!!**

More information:

<https://www.canyonpark.it/info/>

Contact:

OUTdoor: info@canyonpark.it
INmind: info@inmindworld.it