

FREQUENTLY ASKED QUESTIONS

These Frequently Asked Questions (FAQs) are designed to provide additional information that is not covered by our Commonwealth Bank RoofClimb Terms and Conditions (T&Cs). To the extent of any inconsistency between these FAQs and the T&Cs, the T&Cs will apply to the extent of the inconsistency.

1. WHAT DOES THE COMMONWEALTH BANK ROOFCLIMB EXPERIENCE INVOLVE?

How long will it take?

The experience from Commonwealth Bank RoofClimb welcome to debrief will be approximately 2 hours. Check-in is required a minimum of 15 minutes before your set briefing time. The climb itself is approximately 90 minutes from departure from the RoofClimb Centre.

Where do I go on the Commonwealth Bank RoofClimb?

Your Commonwealth Bank RoofClimb will start and finish at Adelaide Oval's Western Stand with the briefing and debriefing taking place in the RoofClimb Centre, located in the South West corner on Level 1, Riverbank Stand.

The experience will take you across the Western Stand, over a link bridge to the Riverbank Stand located at the Southern end of Adelaide Oval and back across the Western Stand to exit.

What conditions will I face during the Commonwealth Bank RoofClimb?

You will need to prepare for:

- moderate physical exertion at heights of up to 50 metres;
- outdoor walking and climbing unaided for approximately 1.25km;
- climbing up and down ladders and multiple flights of stairs;
- walking on open metal grate walk ways and stepped bridge;
- undertaking the above whilst wearing safety equipment weighing approximately 9kg; and
- exposure to weather conditions including sun, rain, moderate wind and heat.

There will be periodic rest stops but you will remain standing and will not have access to toilets, shade, water or seating.

What does my Commonwealth Bank RoofClimb ticket include?

As part of your admission, you will receive:

- a dedicated RoofClimb Leader for your group;
- full briefing and safety instructions;
- provision of customised RoofClimb suit and secure glasses attachment (and head light for after-dark RoofClimbs);
- personal secure locker to store your belongings during your experience;
- provision of safety harness and audio system with over-ear piece to hear your RoofClimb Leader's commentary throughout; and
- a 90-110 minute guided experience climbing the Adelaide Oval Western Stand and Riverbank Stand roof.

To remember your experience, each participant will take away with them:

- a complimentary group photo from your Commonwealth Bank RoofClimb;
- 'Climbing an Icon' achievement certificate; and
- souvenir RoofClimb Cap, worn during your experience.

Additional photos and Commonwealth Bank RoofClimb merchandise are available to purchase following your debrief.

2. ELIGIBILITY TO PARTICIPATE

Can I participate in the Commonwealth Bank RoofClimb with an injury or medical condition?

We want as many people as possible to experience the thrill of climbing an icon and will do our best to help everyone. Please consider the sections immediately below or speak with our RoofClimb Centre staff.

What medical conditions will prevent me from participating in the Commonwealth Bank RoofClimb experience?

You will not be permitted to participate in a Commonwealth Bank RoofClimb if you:

- are more than 20 weeks pregnant;
- have broken bones or severely impaired limbs;
- have recently undergone surgery or have been under the effect of sedatives or general anaesthesia within the last 48 hours;
- have a limb, joint or back injury that currently affects fitness, strength or ability to climb independently;
- have experienced a heart or cardiovascular condition that has been diagnosed within the last 6 weeks or for which the customer is not following a medical practitioner's Medical Condition Management Plan;
- suffer from chest pain or shortness of breath;
- suffer from epilepsy and are within 6 months from having been diagnosed;
- have suffered a fit, seizure or fainting episode in the past 6 months;
- have suffered from syncope or blackouts in the last 12 months; or
- suffer from medically diagnosed Acrophobia (true fear of heights).

What medical conditions do I need medical clearance for to participate in the Commonwealth Bank RoofClimb experience?

You will be required to provide evidence that you have been cleared by a suitably qualified medical practitioner as fit to participate in the Commonwealth Bank RoofClimb if you:

- are less than 20 weeks pregnant;
- are over the age of 75 years;
- suffer from any heart condition (including low or high blood pressure);
- suffer from any respiratory condition;
- are missing or partly missing any limb;
- suffer from vertigo, dizziness or loss of balance;
- suffer from epilepsy;
- suffer from any neurological condition;
- suffer from a learning or other condition that cause you to be unable to follow safety instructions for the duration of the Commonwealth Bank RoofClimb experience;
- suffer from visual impairment (except those wearing prescription glasses or contact lenses);
- suffer from hearing impairment;
- suffer from an acute gastrointestinal condition;
- suffer from a sleep condition; or
- suffer from any other condition or impairment that you feel may inhibit your ability to complete the Commonwealth Bank RoofClimb unassisted and without endangering or risking your own health and safety, or that of other climbers or our RoofClimb staff.

If any of the above conditions apply to you, you will be required to provide a completed Medical Clearance form (found here: <https://roofclimb.com.au/roofclimb/health-safety>) signed by suitably qualified medical practitioner. The signed Medical Clearance form must be signed no more than 21 days prior to the date of your Commonwealth Bank RoofClimb. You can provide the signed Medical Clearance to us at the time of check-in before your scheduled RoofClimb however we recommend that you submit it to us up to 7 days prior to your scheduled RoofClimb.

Are there any restrictions that prevent me from participating other than those health conditions outlined above?

Other conditions that must be met before participating are:

- Participants must be a minimum of 120cm in height. Participants will be measured at time of briefing.
- Each participant must weigh equal or less than 136kg fully dressed with shoes. Participants will be weighed at time of briefing.
- Participants with a fear of heights (other than medically diagnosed Acrophobia) can still participate—please speak to the RoofClimb Centre staff at time of booking or on arrival at check-in.
- Participants must register a blood alcohol concentration of less than 0.05%. All participants must submit to a compulsory breath test at time of briefing.
- Participants must not be under the influence of substance or drugs (whether prescription or otherwise), within our reasonable opinion. Participants may be required to submit to a drug test at our discretion.
- You must disclose if you suffer from diabetes or a debilitating or potentially fatal allergy:
- **Diabetes:** You must conduct a blood glucose level test no more than 15 minutes prior to the scheduled Commonwealth Bank RoofClimb, in the presence of our personnel, and must obtain a reading between 6-15 mmol/dl. An appropriate glucose supplement must be provided to the RoofClimb Leader for use if required during the RoofClimb.
- **Allergies:** You must provide details of the particular allergy and treatment in the event of exposure to the relevant allergen. Prescribed medication must be provided to the RoofClimb Leader to manage the effects should you suffer from an allergic reaction.

Participants who do not meet the conditions outlined in the health and medical declaration or as above will not be permitted to participate in the Commonwealth Bank RoofClimb experience.

Participants who fail to comply with any of the conditions on the day of their scheduled RoofClimb will not be entitled to a refund or to transfer their ticket to another scheduled RoofClimb.

Can I participate if I am in a wheelchair or have mobility issues?

Unfortunately no, the Commonwealth Bank RoofClimb is not accessible by wheelchair or walking aids, given that the Climb requires participants to climb ladders, steps and walk the pathways unassisted. Our Adelaide Oval Stadium walking tours are fully accessible by wheelchair and walking aids as an alternative experience.

Can my children experience the Commonwealth Bank RoofClimb?

Children aged 8 years and older may participate in the Commonwealth Bank RoofClimb. Children 12 year to 8 years must be accompanied by a paying adult (maximum of 3 children per adult) and adhere to the minimum height requirement of 120cm.

Can I be too old to Commonwealth Bank RoofClimb?

Not at all! Anyone who can pass the medical clearance and other necessary checks, are comfortable and capable with climbing ladders and stairs should be fine to take in the stunning views and breathtaking Commonwealth Bank RoofClimb experience. Participants aged 75 years and over will need to provide a signed RoofClimb Medical Clearance from their doctor at the time of check-in or up to 7 days prior.

If you have any concerns, please speak to our RoofClimb Centre staff.

3. ON THE DAY

Can I bring necessary medication?

Yes, you can bring necessary inhalers or diabetic medication and provide this to your RoofClimb Leader prior to the Commonwealth Bank RoofClimb commencing. Please speak to the check-in staff on arrival.

What should I wear?

Please wear comfortable, weather appropriate clothing on the day of the Climb – i.e. t-shirt and shorts for summer, and long sleeves and pants for winter. You will be provided a special RoofClimb suit to put on over your clothes. There are a limited number of change rooms located in the RoofClimb Centre if you need to change clothes.

Do I need special shoes?

No – we recommend that you wear comfortable, rubber soled shoes with sufficient grip i.e. running, hiking or sport shoes. PVC and leather soled shoes are not ideal as they can be slippery on the grated walkway.

Is there somewhere I can leave my belongings?

Due to WH&S restrictions, you cannot take anything with you on the Commonwealth Bank RoofClimb. You will be required to remove or secure all loose items including rings, earrings, watches or other jewellery. You will be provided with a locker in which you can store all non-valuable belongings in. We do not recommend storing valuable items in the locker and advise that you do not bring valuable items with you. We will not be liable for any damage, loss or theft of personal property while you are on the RoofClimb.

Can I wear my prescription glasses and/or sunglasses?

Yes! The roof is white and can give off glare in the bright sun. We encourage everyone to protect their eyes and wear their sunglasses. Your RoofClimb Leader will loan you a glasses cord to ensure your glasses are secured during the Commonwealth Bank RoofClimb experience.

Can I take my camera or phone with me?

No, unfortunately not. As the path of the Commonwealth Bank RoofClimb extends over open areas, participants cannot take any loose objects with them including cameras, GoPros, phones, tablet devices. This is due to WH&S regulations to safeguard against objects dropping and potentially injuring people below, or being lost in Adelaide Oval's turf potentially leading to player injury. Our RoofClimb Leaders are professionally trained in photography to capture your best moments during the experience. All participants will receive a complimentary photo as part of your Commonwealth Bank RoofClimb Experience with additional images available to purchase from the RoofClimb Centre.

4. SAFETY

Will the Commonwealth Bank RoofClimb go ahead if it's raining or really hot?

The Commonwealth Bank RoofClimb will proceed in most weather conditions including heat, rain and wind. The RoofClimb experience will not proceed in the following extreme weather conditions:

- hail storms;
- thunder and lightning; or
- winds of 70km per hour or over.

What if there is extreme weather at the time of my scheduled Commonwealth Bank RoofClimb?

Where possible the Commonwealth Bank RoofClimb will be delayed until the weather clears (within an hour of the scheduled departure). If this does not occur one the following will be offered to you (at our sole discretion):

- an alternate time / date will be offered that is convenient to the participants;
- a gift certificate for use within the next 12 months for an equivalent experience; or
- a full refund of the purchased ticket.

Will I be given safety instructions before the Commonwealth Bank RoofClimb?

Every Commonwealth Bank RoofClimb will have their own dedicated RoofClimb Leader who will be with them from start to finish. Your RoofClimb Leader will provide a full briefing, including health and safety instructions before the Climb begins. This includes fitting and securing your harness, using your audio guides and how to behave safely on the walkway.

5. PURCHASING TICKETS/GIFTS

Can I change my booking?

Each Commonwealth Bank RoofClimb is strictly limited to small groups of 14 people per climb. Tickets purchased for a RoofClimb are non-refundable. Changes cannot be made to your specific booking date or time within one week (7 days) in advance of the Climb.

Who is authorised to resell Commonwealth Bank RoofClimb tickets?

Tickets can be purchased through www.roofclimb.com.au by using a Visa or Mastercard credit or debit card, or in person at Adelaide Oval. The following retailers are authorised to resell Commonwealth Bank RoofClimb tickets: SeaLink (Adelaide Sightseeing)

Can I give a Commonwealth Bank RoofClimb experience as a gift?

Yes! You can purchase a gift card online and receive an E-Gift Card which you can email or print at home for the lucky recipient. Alternatively, for traditional gift givers, you can opt to physically send a Commonwealth Bank RoofClimb gift card to the recipient via express or standard post.

All gift cards are valid for 12 months from purchase date and can be redeemed online by the recipient using the unique code featured on the card. Please read the terms and conditions and check these FAQs carefully to ensure the recipient can participate in the Commonwealth Bank RoofClimb experience, as gift cards are non-refundable (to the extent permitted by law).