

User regulations

Heavens Gate Klettern & Bouldern – IG Klettern München & Südbayern e.V.

The user regulations were constructed in order to stay safe while climbing and bouldering. The user regulations are binding for all users. If you are here for the first time, it is important to read through the user regulations carefully. You have to accept them in order to get registered.

1 Operator

- 1.1 The location is operated through IG Klettern M&S e.V..
- 1.2 The conclusion of contract for the use of the climbing and bouldering location Heavens Gate is closed with IG Klettern M&S e.V..
- 1.3 Climbing courses are offered by IG Klettern M&S e.V..

2 User rights

- 2.1 In order to use the location, customers are required to have the knowledge and experience of the necessary belaying techniques and measures for climbing and bouldering (ropefree climbing to max. 4,50 meters height of holds) or are obligated to ensure an instruction through knowledgeable persons. Climbing requires a high degree of caution and individual responsibility due to the included risks (risk of falling). The operator of the location does not carry out controls to ensure that users (or their instructing person) have the required knowledge for a correct execution of belay techniques and measures and are using them. The stay in the location and the use of it are at your own risk.
- 2.2 The right of use is gained by persons, who registered themselves in the climbing location with their signature and the purchase of an entrance ticket, and therefore accepts the validity of the user regulations and the rules of behavior in its currently valid version.
- 2.3 The required check-in for your first visit at Heavens Gate can be done using the two registration terminals next to the entrance of the climbing gym or already in advance through our website <https://www.heavensgate-muc.de/>. This saves time with the initial registration.
- 2.4 Minors till 14 years of age are required to be under the supervision of a legal guardian or another adult, who is under the duty of supervision. The latter requires a written letter of acceptance of a legal guardian (https://www.heavensgate-muc.de/wp-content/uploads/210423_Formular_Erklaerung_Begleitperson_Minderjaehriger.pdf)

including a copy of the ID.

- 2.5 Minor after 14 years of age are allowed to use the location without supervision of a legal guardian if they can provide a written letter of acceptance of a legal guardian (https://www.heavensgate-muc.de/wp-content/uploads/210423_Formular_Einverstaendniserklaerung-Minderjaehrige.pdf) including an ID copy.
- 2.6 Minor attendants of group events need to be under the supervision of an adult who is under the duty of supervision while using the location. Leaders of group events from external organizations need to be 16 years of age, implying the external organization confirms the acceptance of a legal guardian of the leader for the execution of the event. Each minor attendant needs to provide a written letter of acceptance (LINK) including an ID. The external organization, on behalf of whom the events take place, has to provide the form "Dauerbestätigung für geleitete Gruppenveranstaltungen" which has to be renewed annually.
- 2.7 Templates for letters of acceptance are available on the registration desk and can be downloaded under <https://www.heavensgate-muc.de/formulare/>. The original version has to be handed in at the first visit and a copy of the original has to be presented at every at the register.
- 2.8 Leaders of group events, legal guardians and people under the duty of supervision are obligated to ensure the compliance with the user regulations of all attendants or the accompanying minors.
- 2.9 The instructions of the Heavens Gate staff must be followed. In the event of a violation of the user regulations, the staff can announce a hall reference without reimbursement of the entrance fee.

3 Opening hours, prices

- 3.1 The opening hours for using the climbing facility can be viewed at <https://www.heavensgate-muc.de/> and are the following: Monday to Friday from 7 a.m. to 11 p.m. and Saturday, Sunday and public holidays from 9 a.m. to 11 p.m. There may be restrictions in climbing operations during route setting, maintenance work and in case of events. In the case of major events, announced in advance or any general repairs, the climbing facility can also be completely closed.
- 3.2 The entrance prices can be found in the currently valid price list (see [heavensgate-muc.de/preise](https://www.heavensgate-muc.de/preise)). During their stay in the Heavens Gate climbing and bouldering hall, each user must be able to show proof of payment of the entrance fee.
- 3.3 Discounted entrance prices are only granted upon presentation of the relevant proof (membership of IG Klettern M&S e.V., student ID, ...). Membership with IG Klettern M&S



e.V. must be maintained for the duration of a discounted subscription or a discounted season ticket (member price).

3.4 Entrance tickets: The entrance tickets are not transferable to other persons / categories. Misuse of the tickets will result in expulsion from the hall and a temporary ban on the hall. Occupational hindrances, illness, vacation, world travel or other private motives do not lead to an extension or refund of season tickets. If there is a medically prescribed sports ban in the event of serious injuries, we can make you an offer under the following conditions: Immediately after your injury, you must hand in a medical certificate to us (info@heavensgate-muc.de). In the event of an injury in the first third of time limited tickets, we will extend the card until the end of your medically prescribed sports ban, but by a maximum of 20% of the respective duration. In the event of an injury in the second third of time limited tickets, we will extend the card until the end of your medically prescribed sports ban, but no more than 10% of the respective duration. In the event of later injuries during the period of time limited tickets, there is no entitlement to an extension. Refunds for time limited tickets are generally not possible.

3.5 The use of the climbing & bouldering hall Heavens Gate without paying the correct entry price is not permitted and automatically increases the entry price to € 50.00.

4 Climbing courses / Events

4.1 Eligibility to participate

Climbing and bouldering courses with teaching content can only be booked by members of IG Climbing. Depending on the event, either a permanent membership is required, or a short membership is offered for the duration of the event. Membership is not required for events on behalf of external organizations or private individuals such as company events, children's birthdays, school classes and social institutions.

4.2 Performance and behavior of the participant

The performance of the participant must meet the requirements of the respective event. The event manager can completely or partially exclude the participant from the event in advance if he / she does not seem to be able to meet the expected requirements or if he / she does not attend a possible preliminary meeting. Exclusion from an event that has already started is possible if the group is unreasonably disturbed, hindered or endangered or if the instructions of the leader are not followed. The exclusion can also be extended to future events. If his / her performance or willingness to perform exceeds the advertised requirements, the participant has no right to have his / her wishes fulfilled in this regard.

The participant must inform the event manager in good time about any health problems that could affect the course of the event. Personally required medication etc. must be carried in sufficient quantities.



4.3 Registration, confirmation, payment

- a. Regular events
The registration is binding by submitting the fully completed registration form or by completing the online registration. This can be done in person at the Heavens Gate counter, by post, fax or email or by registering online at “www.heavensgate-muc.de”. The participant must agree to one of the payment methods we offer: PayPal, Visa, MasterCard or Sepa direct debit. If you hand in the registration form in person, the amount can also be paid in cash or by EC / credit card. The places will be allocated in the order in which the binding written or online registrations are received. It is not possible to reserve a place without a written registration.
- b. Special dates
In the case of special dates (events that are carried out on the initiative of the participants, such as children's birthdays, private coaching sessions, social institutions, school classes, trail climbing), IG Klettern sends a booking confirmation by email in which all the essential data of the event are specified. If this is not contradicted within 3 working days, the event is considered booked. In this case, payment is made at the counter at the latest at the beginning of the event in cash or by EC / credit card.
- c. Corporate events
For corporate events, a deposit of 50% of the event fee must be paid. This is due after receiving the booking confirmation or down payment invoice. The remaining 50% must be paid no later than 7 working days after receiving the final invoice. Additional services provided by IG Klettern M&S e.V. during the event (catering, additional material, ...) must be paid no later than 7 working days after receiving the invoice.
- d. The participants agree that, for the purpose of improved communication during preparation and follow-up, their personal address data can be managed by IG Klettern M&S e.V. and passed on to the other participants in the event.
- e. The price for an event only includes the services described in the advertisement. Depending on the event, additional costs for accommodation, meals, travel, material or entrance fees may arise, which may have to be paid by the participant directly on site.

4.4 Waiting list

If an event is fully booked, IG Klettern M&S e.V. will inform the participant and, if necessary, offer a non-binding entry in a waiting list. If a space becomes available, it will be offered to interested parties according to availability. The contract is concluded with the acceptance of the replacement offer. In order to simplify the process, we therefore



ask you to notify us if a participant on the waiting list is no longer interested in the event.

4.5 Resignation

In your own interest, you should immediately notify IG Climbing of your withdrawal by email. Attention, our office is not manned from Friday, 12 p.m. to Monday, 7 a.m. and on public holidays. No e-mails will be retrieved during this time. If the course participant(s) does not attend a booked event or individual event units, for whatever reason (in particular due to illness) or cancels them prematurely for reasons for which IG Klettern M. & S. eV is not responsible, there is no entitlement on the part of the event participant to catch up or a (proportional) refund of the event fee. The regulations for cancellation according to the following points remain unaffected. The following costs arise in the event of cancellation

- a. Regularly advertised events incur a processing fee of EUR 10 if you withdraw up to 2 weeks before the start of the event. In the event of withdrawal up to 7 working days (Mon-Fri) before the start of the event, a cancellation fee of 50% of the course fee, but at least 10 EUR processing fee, must be paid. If the participant (s) withdraws 3 or less working days (Mon-Fri) before the start of the event, the full fee for the course must be paid. These rules apply analogously to rebooking.
- b. In case of special dates (see Section 3b above), no cancellation fees will be charged up to three working days before the start of the event. In the event of cancellation within two working days (Mon-Fri) before the start of the event, the full fees for the course must be paid. This regulation applies analogously to partial cancellations, e.g. a reduction in the number of participants.
- c. For corporate events, a processing fee of EUR 50 will be charged up to two weeks before the start of the event. In case of a withdrawal up to 7 working days (Mon-Fri) before the start of the event, cancellation fees of 50% of the total sum of the event must be paid. If the cancellation occurs less than 7 working days (Mon-Fri) before the start of the event, the full event fees must be paid. This regulation applies analogously to partial cancellations, e.g. a reduction in the number of participants. Cancellation on behalf of the IG Climbing M&S e.V.
- d. For events with exclusive booking of individual hall areas, a processing fee of EUR 100.00 will be charged up to four weeks before the start of the event. In case of a withdrawal up to 10 working days (Mon-Fri) before the start of the event, cancellation fees of 50% of the total sum of the event must be paid. If the cancellation occurs less than 10 working days (Mon-Fri) before the start of the event, the full event fees must be paid. This regulation applies analogously to partial cancellations, e.g. a reduction of the number of participants.



4.6 Cancellation on behalf of the IG Climbing M&S e.V.

If the minimum number of participants is not reached, for safety reasons, due to unfavorable weather conditions, due to other adverse conditions, in cases of force majeure or if an event manager is absent, IG Klettern is entitled to cancel the event. In this case, the event fee or the advance payments made will be fully reimbursed. This does not apply to an event location, changed for the above reasons if this corresponds to the original event location in terms of the purpose of the event. The same applies to any program changes.

If an event manager is absent, IG Climbing can use a replacement manager. A change in the event manager or a change in the event location or destination that has become necessary for the implementation of the event does not entitle the holder to withdraw or to claim reimbursement.

4.7 Cancellation of the event, early departure, and exclusion

If an event that has already started is canceled for reasons beyond the control of IG Climbing, there is no entitlement to reimbursement of the event fee. If the participant cancels the event prematurely, regardless of whether the participant is responsible for the cancellation or not, there is no entitlement to partial or full reimbursement of the price.

Any additional costs due to the early termination or early departure are to be borne by the participant. The same applies if the participant is excluded from participation by the event manager in accordance with Section 2.

4.8 Liability and Insurance

Events with a climbing background and generally in nature are never without risk, despite careful preparation. Participation is at your own risk and responsibility. Each participant waives any kind of claims for damages against IG Climbing, the event manager or their representatives or vicarious agents, unless IG Climbing is guilty of willful intent or gross negligence. This does not affect claims that may result from an insurance policy taken out by IG Climbing for its members. Regardless of this, adequate personal insurance protection is also recommended. The duty of supervision for underage course participants lies with the event manager during the event visit within the times specified for the event.

4.9 Increased risk in the mountains.

Events with a climbing background and generally in nature are never without risk, despite careful preparation. Participation is at your own risk and responsibility. Each participant waives any kind of claims for damages against IG Climbing, the event manager or their representatives or vicarious agents, unless IG Climbing is guilty of willful intent or gross negligence. This does not affect claims that may result from an

insurance policy taken out by IG Climbing for its members. Regardless of this, adequate personal insurance protection is also recommended. The duty of supervision for underage course participants lies with the event manager during the event span within the times specified for the event.

4.10 Equipment

For indoor courses, the course description shows whether the required equipment is included in the course price. If this is not the case, you have to bring it yourself or, if necessary, can be borrowed at the venue or the counter in Heavens Gate for a rental fee. For outdoor courses, it is essential to bring the prescribed equipment with you. The success and safety of the event may depend on the quality and completeness of the equipment. Inadequate or incomplete equipment can lead to the participant being excluded from the event.

Note: The participant can rent a lot of equipment - while stocks last - at the IG Klettern M&S e.V. office for a rental fee. If he / she no longer needs the equipment that has already been booked after withdrawing from the contract, he / she must cancel it himself at IG Klettern M&S e.V. The respective terms of payment and cancellation apply.

4.11 Arrival and departure for outdoor courses

Arrival and departure for all events is at your own risk and expense, unless otherwise stated in the event description. Participation in costs for private travel in carpooling: The journey to the event with private vehicles in carpooling is generally at the occupants' own risk. The costs are usually shared among the inmates. In private cars, passengers usually have to reckon with a cost contribution of 0.10 EUR per person and km. This rate is binding for passengers in the event manager's vehicle, otherwise a recommendation. In addition, there may be the proportionate costs for tolls, motorway, or parking fees, etc.

5 Climbing gym rules

As a high-risk sport, climbing can be dangerous. It requires a high degree of caution and personal responsibility. The extent of personal responsibility is determined in particular by the following climbing rules. Every visitor and / or user of the climbing facility must observe these. Staying in the climbing facility and using it, especially climbing and bouldering, is entirely at your own risk, your own risk and your own responsibility. Liability towards the hall user is limited in any case to intentional or grossly negligent action.

5.1 Basic requirements

The use of the climbing and bouldering hall Heavens Gate is only permitted in compliance with these rules. The use of the climbing and bouldering hall Heavens Gate is permitted by paying the entrance fee and accepting these user regulations in writing.



Parents are responsible for their children. Beginners are only allowed to use the climbing facility under the supervision of an expert climbing partner or specially assigned indoor staff. The rules only differ for bouldering.

Children up to the age of 14 are only allowed to use the climbing facility under the supervision of a parent or other adult who is authorized to do so. The use of the climbing facility without being accompanied by the parents or another person responsible for supervision after submitting a corresponding written declaration of consent from the parent or guardian and a copy of his / her identity card. The templates for this are available at the cash desk in the Heavens Gate climbing and bouldering hall or can be downloaded from our homepage "www.heavensgate-muc.de/Formulare.de".

5.2 Equipment

Only climbing equipment may be used that complies with the applicable standards such as UIAA or EN standards (CE marking) for rope climbing. It is to be used and operated properly. A suitable safety device that corresponds to the current state of the art must be used. Secured climbing with only a chest strap or being tied into the rope is prohibited. The climbing wall may only be climbed with friction climbing shoes. If the material does not meet these requirements or if it is not used or operated properly, the hall staff can forbid further climbing.

5.3 Rope type, rope length

Climbing ropes of sufficient length and suitable specification (single rope) must be used. The minimum rope length is 60 meters for all areas!

5.4 Belay Devices

It is recommended to use auto-blocking safety devices that correspond to the recognized state of safety technology, e.g. Grigri, Smart, ... Particular attention is to be paid to their correct operation. In any case, it is the responsibility of the rope team to always ensure a faultless safety chain and to use the belay device correctly.

In the event of a violation, the hall staff can prohibit climbing in the Heavens Gate climbing and bouldering hall.

5.5 Tie-in knot

Every climber has to tie himself directly into the climbing harness with the rope when climbing in the lead. Tying in using a carabiner or the like as a connecting piece is prohibited. The inserted figure-eight knot is recommended as a tie-in knot. The double bulin is also accepted. The connecting elements provided for this purpose are to be used on the autobelay stations or top rope stations in accordance with the enclosed



instructions for use.

5.6 Deflection, intermediate securing, rope guide

In carabiners, especially at the deflection points, only one rope may be attached at a time (when using double / half ropes, only the two rope strands). A diversion must always take place at the diversions provided for this purpose at the end of the route and not at the intermediate securing points. If before the highest point, the so-called deflection, is lowered or secured in the subsequent ascent, the rope must not only be left in the uppermost but at least in the intermediate belaying below.

5.7 Lead climbing, top rope, route selection

In order to reduce the risk of injury from falls, all existing intermediate securing devices must be attached in the lead. These may not be displayed or used by other climbers while the route is being climbed. It is forbidden to join a route already occupied by another rope team, or even to join partially. It is mutually important to keep potential fall areas free. When top-rope climbing, enough intermediate securing devices must be attached that the falling person cannot swing. Rope-free climbing outside the bouldering area is prohibited. Anyone who climbs a route using multi-pitch technology or secures a climber from a stand must be able to master the necessary additional safety technology and have the appropriate additional equipment. A stand may only be built at the designated locations.

5.8 Climbing holds

Climbers are aware that, despite regular checks, it cannot be ruled out that handles may twist, break and even fall. This can endanger or injure other people. No guarantee is given for the strength of the handles. If a handle turns or shows signs of breakage, the climber is asked to notify the hall staff immediately. The climber is expressly advised that wearing helmets can protect against injuries caused by falling objects.

5.9 Blocked areas

Areas marked as blocked may only be entered or climbed by authorized personnel and under no circumstances by hall visitors.

5.10 Bouldering (rope-free climbing at jump height)

You can boulder anywhere in the hall in the specified areas, as far as possible without endangering other visitors. Without a soft floor mat, a height of 1.50 meters must not be exceeded with the feet. The boulderer must independently ensure that his / her fall is



absorbed in dangerous places by (existing) soft floor mats and / or that he / she is spotted by other boulderers. Because of the high risk of injury, no backpacks, bottles or other objects are allowed on the boulder mats.

5.11 The climbing hall is not a playground

Supervise the children you are accompanying during the entire stay. Note that playing in the climbing and bouldering areas is not allowed for safety reasons. Entry to the training area on the ground floor is not permitted for minors up to the age of 14 without a parent or legal guardian.

5.12 Jewelry and long hair

Do not wear body jewelry: rings or chains can get caught on handles and screws and cause serious injury. Tie up long hair: it can get caught in the belay device. Leave the chalkbag on the ground when bouldering or hang it around without a carabiner.

5.13 Food, beverages

Food and beverages are prohibited in the area of the climbing wall. The gastro area is available for visitors to the hall.

5.14 Alcohol and Smoking

Climbing in an alcoholic state or under the influence of drugs is prohibited. Smoking is prohibited in the entire climbing hall. In the event of violations, the hall staff can issue a climbing ban for the Heavens Gate climbing and bouldering hall.

5.15 Dogs

Dogs are allowed but must be kept on a leash. There is a small dog place on the ground floor, here the dogs can be attached. Dogs are absolutely forbidden in the climbing and bouldering areas! Should problems arise, the hall staff is entitled to ask the owner to bring the dog out of the hall at any time.

Final remarks

Of course, these rules are not exhaustive. The following therefore generally applies: Everyone is responsible for themselves and those entrusted to them! Everyone must ensure that he / she masters the required safety technology and uses it correctly! Everyone can take responsibility for others! Everyone can have fun climbing.

6 Equipment rental

- 6.1 The equipment rental is operated by IG Klettern M&S e.V. This is the contractual partner of the hirer of the equipment. Only people who have the necessary knowledge and experience of the safety techniques and measures to be used in bouldering and climbing and who have the proper handling of the borrowed equipment or who themselves provide instructions from competent persons are entitled to borrow equipment.
- 6.2 Minors are not entitled to borrow equipment unless they can present a declaration of consent from their legal guardian to borrow equipment independently. In the context of group events, equipment must be borrowed from the respective group leader, unless sentence 1 applies.
- 6.3 The rental fees result from the currently valid price list (see notice). A deposit in the form of an ID must be deposited for the borrowed equipment. The rental period ends with the return of the equipment, which must be returned on the same day at the latest 15 minutes before the end of the respective opening hours. Otherwise, rental fees will apply for another rental.
- 6.4 Every borrower is obliged to read the instructions for the use of the borrowed equipment before using the equipment; it is available for inspection in the equipment rental shop. Furthermore, he is obliged to check the equipment for obvious defects (e.g. chafing points, damage) before and after use; Anomalies and defects are to be reported to the equipment rental service immediately.

7 Potential dangers while climbing and bouldering

7.1 Personal responsibility

Each user of the climbing facility is responsible for ensuring that he / she has the necessary knowledge and experience in bouldering or rope climbing and that he / she applies it. If he / she does not have this knowledge and experience, he / she must seek professional guidance from an adult. The operators of the climbing facility or the hall staff do not check whether the users of the facility have the above-mentioned knowledge and experience or are able to handle the (borrowed) equipment correctly. When purchasing the admission ticket, users acknowledge and agree to these hazard warnings in order to reduce possible risks.

7.2 Dangers in the hall

Bouldering and climbing require a high degree of caution and personal responsibility because of the considerable (fall) risks involved. Falls while bouldering and climbing, the improper use of equipment and the incorrect application of safety techniques and measures can lead to serious health and physical damage to climbers, belayers and third



parties. In extreme cases, these can lead to fatal injuries. Corresponding dangers can also arise from falling objects, in particular from artificial climbing holds that can unpredictably loosen or break.

7.3 Climbing & bouldering rules

Each user is responsible for applying the attached "Climbing rules (safer climbing)", "Hall rules (general rules of conduct in the Heavens Gate climbing and bouldering hall)" and "Bouldering rules (safer bouldering)", to reduce possible dangers.

7.4 Children & minors

For children and minors, there are special dangers when staying in the climbing facility and when using it. Playing and running around in the hall in particular creates risks that can distract and hinder people and other climbers who are belaying. Playing and avoidable running around in the climbing hall is therefore prohibited. Staying in the fall area of climbers and boulderers and in the area of falling objects is extremely dangerous and can lead to serious, in extreme cases even fatal injuries. That is why minors (without the consent of their legal guardians) must be continuously supervised by the responsible group leader or other professionally trained adults (on behalf of the legal guardian) during their entire stay in the climbing facility.

7.5 Pitches

The prescribed rope length for indoor and outdoor use is 60 meters.

8 Hygiene and order

8.1 Cloakroom

If possible, climbers and boulderers should use the changing rooms to change clothes. Please take a small padlock with you to keep your clothes and valuables safe from theft in the lockers provided for this purpose. Please do not block the lockers for a long time! All lockers are emptied once a week. No liability is accepted for the cloakroom.

8.2 Street shoes

Entering the sensitive fall protection floors in the climbing and bouldering areas with street shoes is prohibited. Please use clean and soft shoes.

8.3 Backpacks and Bags

Backpacks and bags may not be taken into the climbing and bouldering areas. Please lock



all your valuables in the lockers provided for this purpose. It happens again and again that valuables are stolen, which are kept freely accessible in the hall. There are also open storage compartments near the individual areas. Objects, bottles, bags or rucksacks lying around are sources of danger and will be removed by us.

8.4 Barefoot

Barefoot climbing & bouldering is not permitted for hygienic reasons. Likewise, for reasons of hygiene, the fall protection floors must not be stepped on barefoot. Please take clean slippers or similar with you when you are in the climbing areas when you are not on the wall. Our rental shoes may only be used with socks.

8.5 Lost property

Items left behind, such as items of clothing and equipment, are collected in a lost and found box and disposed of at regular intervals. Telephone information about forgotten objects is not given. Please have a look yourself.

8.6 Climbing without a T-shirt

Climbing without a T-shirt or with a bare upper body is prohibited in all indoor areas for reasons of hygiene.

8.7 Smoking and alcohol

Smoking is prohibited in all indoor areas. Climbing and bouldering after consuming alcohol is prohibited.

8.8 Food and beverages

Please do not take any food or drinks with you into the climbing and bouldering areas