

Welcome to The Hive! We're so happy to have you here!

Below is information that will be important to know before your first visit with us! If you have any questions, please call the gym to inquire! Please also view the [FAQ within this document](#) for more information.

How to use your Access2 Card at The Hive

The Access2 Cardholder pays the standard drop-in rate, and the cardholder's support person is granted free entry to participate in climbing as well!

If the Access2 cardholder is a youth (0-18 in British Columbia, 0-17 in Manitoba), please note that one (or more) of the following must be fulfilled:

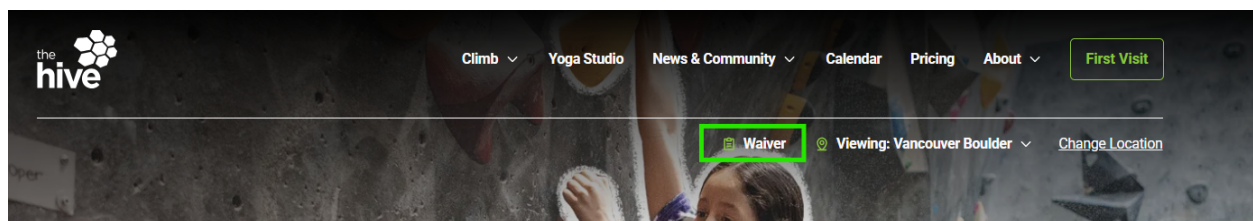
- The support person is not climbing.
- The cardholder is 13+ years old.
- The cardholder **and** the support person are Hive Certified (bouldering gyms only).
- Supervision ratios are otherwise fulfilled (eg, an additional adult is present and supervising).
[Click here for all Supervision Requirements as they may differ from gym to gym](#)
- Please note: Our **Hive Heights** (Rope Climbing) location has supervision information and ratios that differ from Bouldering locations due to the different risk management required for rope climbing.

In order to climb alongside youth climbers at our bouldering locations, you will need to be Hive Certified. To do this, you will need to arrange to take our **Supervision Certification course** ahead of your visit. Please call the front desk for your desired location if you want more information on these.

Before your first visit

Waivers are required for anyone who is entering the gym space, for both participants and those who are spectating.

Waivers for Youth (0-18 in British Columbia, 0-17 in Manitoba) must be filled out by a parent or legal guardian. You can fill these out ahead of time by going to our website and clicking on the Waiver button, which you can access on any page of our website. See below for an example!



What to Expect On Your First (or Subsequent) Visit

- 1) Make sure to bring your physical Access2 Card. Please ensure that it's not expired!
- 2) Our Vancouver and Heights (Ropes) locations require bookings during [peak hours](#).

All other gyms (Surrey, Poco, North Shore, Winnipeg) allow drop-ins with no bookings.

If making a booking at Vancouver or Heights, please select "Need assistance at front desk" and the staff will be able to support you during check in.

- 3) When you walk in, let the staff know you have either made a booking online (if applicable), or that you are there for a drop-in with an Access2 Card.

Staff will ask for your names, set up your accounts with a photo, and ask to see your valid Access2 card.

- 4) After payment and check-in, the staff will provide you with climbing shoes and direct you to where you can store your belongings and get ready for your session.
- 5) On your first visit to *any* Hive location, staff will provide a mandatory safety orientation (~10 minutes)
- 6) Go climbing!

FAQ

“The participant has the card but forgot it - what do we do?”

- The physical card must be presented to receive Access2 benefits.

“The support person asks to climb without the cardholder present - can they?”

- The support person may not climb for free without the cardholder present, though they are welcome to purchase a day pass and climb on their own!

“Two support people arrive with one participant - what happens?”

- The Access2 card only allows for one support person and one cardholder to take part in the special deal. The additional support person must pay the full entry fee if they would like to participate. Spectating is still free of charge.

“The participant is in a youth program/has a membership already - does the support person stay free?”

- Yes, the support person may still climb for free alongside the cardholder.

“The support person changes each visit - is that okay?”

- Of course! If a Hive Certified status is required, *all* support people must have this completed in order to climb alongside the participant.

Supervision Ratios For Youth* at Hive Bouldering Gyms

(Vancouver, North Shore, Port Coquitlam, Surrey, Winnipeg)

*Anyone 18 years (17 in Manitoba) or below must have a waiver signed by their parent or legal guardian.

STANDARD		
Supervision for Youths		
0-5 yrs	1:1	Adult (19+ years) must be within arm's reach, supervisor cannot climb
6-8 yrs	1:2	
9-12 yrs	1:4	Adult (19+ years) must be on the mats, supervisor cannot climb
13-15 yrs	1:4	Adult (19+ years) must be in the building, can be off the mats, supervisor may climb
16+ yrs	None	can climb without adult supervision, providing they behave responsibly

CERTIFIED		
Supervision for Youths		
0-5 yrs	1:1	Adult (19+ years) must be within arm's reach, supervisor may climb. This does not apply at the Hive Vancouver location due to increased risk at this location.
6-8 yrs	1:3	Adult (19+ years) must be within arm's reach, not climbing /OR supervisor can climb with 2 youths (or less)
9-12 yrs	1:5	Adult (19+ years) must be on the mats, not climbing /OR supervisor can climb with 4 youths (or less)
13-15 yrs	None	can climb without adult supervision, providing they behave responsibly

Supervision Ratios For Youth* at Hive Ropes Gym

(Hive Heights)

*Anyone 18 years (17 in Manitoba) or below must have a waiver signed by their parent or legal guardian.

STANDARD		
Supervision for Youths		
0-3 yrs	1:1	- Adult supervisor must be within arm's reach (except when a child is tied in/attached to an autobelay and climbing). - Supervisor cannot climb. - Use of autobelays is not generally appropriate for this age range.
4-5 yrs	1:1	- Adult supervisor must be within arm's reach (except when a child is tied in/attached to an autobelay and climbing). - Supervisor cannot climb.
6-9 yrs	1:2	- Adult supervisor must be within arm's reach (except when a child is tied in/attached to an autobelay and climbing). - Supervisor cannot climb with 2 youths / OR supervisor can climb next to youth on adjacent autobelay when supervising 1 youth.
10-12 yrs	1:3	- Adult supervisor must be on the mats with a clear line of sight to youth. <u>Supervisor must visually check the setup before each climb.</u> - Supervisor cannot climb with 3 youths / OR Supervisor can climb next to youth on adjacent autobelay when supervising 2 youths.
13-14 yrs	None	- Can climb without adult supervision, providing they behave responsibly. Eligible to take the Top Rope Belay Test
15 & older	None	- Can climb without adult supervision, providing they behave responsibly. Eligible to take the Lead Belay Test

ALL of this information is on the website, in the Youth FAQs section. Supervision ratios are in place to help ensure the safety of youths and the community of climbers using our facility. The Hive reserves the right to require extra supervision of youths who prove incapable of responsible behaviour.