

# Planning your visit



Planning a school trip is no easy task, so to help you we have put together all the information you need to know and complete to take your students out of the classroom to Up at The O2, climbing 52 metres above the legendary arena.

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## In this information pack, you will find:

- Lesson information
- How to book
- Prices
- Pre-arrival information
- Arrival information
- The O2 Map
- Structure of the day

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### Lesson information

Our lesson plan meets the national curriculum objectives and outcomes depending on your subject of choice:

- Geography
- STEM (Science, Technology, Engineering and Maths)
- Business

Geography Educational sheets are available for Key Stage 2 children.

You will be able to download free pre- and post-visit lesson teaching resources in order to support your visit.

Please visit our website  
[tickets.aegeurope.com/upattheo2/education](http://tickets.aegeurope.com/upattheo2/education)  
to discover more information on our education programme.

### Pre-visit lesson

A pre-visit lesson will be included in your educational package.

We advise you to conduct the pre-visit lesson before your climb date (if possible) in order to achieve the following objectives:

- To explain to the children about the attraction which will create a sense of excitement about their educational visit to Up at The O2
- To understand the phrases and terminologies that will be referred to during the climb visit
- To undertake specific assignments/requirements according to the chosen subject covered as part of the Up at The O2 experience

### Climb lesson

- The Briefing Room - A quick introduction to the lesson plan will be provided by your climb guide
- Halfway up The O2 - If time allows, the group will be asked a few questions by the climb guide. Verbal answers only
- On the top of The O2 - Students will be given challenge cards. The aim is for them to work as a team to try to answer as many challenge cards as they can. Time will be limited so they will need to focus and work hard!

### Post- visit lesson

A post-visit lesson will be included in your educational package.

We would advise you to conduct the post-visit lesson (if possible) in order to achieve the following objectives:

- To review the trip
- To use what they have learnt during their educational climb visit

# How to book

Booking your school trip is easy – simply contact our dedicated Events Team on **+44 (0) 208 463 2689** or email [events@upattheo2.co.uk](mailto:events@upattheo2.co.uk)

We will be happy to answer your questions and provide support throughout the booking process.

- Timeslots can be reserved for up to a month in advance after which we require full payment either by credit card or BACS payment
- If, however, the climb date is within 6 weeks or less, we require immediate payment

A confirmation email will be sent to you upon receipt of payment, with the climb tickets attached which you will need to bring with you or show on a smartphone at Base Camp to gain entry.

Tickets are non-refundable.

## Prices

	No. of Students	Price incl. VAT*
<b>Off Peak (Term Time)</b> Monday to Friday daytimes	Maximum 15	£400
<b>Peak (Non-Term time)</b> Monday to Friday daytimes	Maximum 15	£512

- Excluding sunset and twilight climbs
- Weekend dates are not available

Please note that prices above are valid to 31 December 2026 visits and are subject to change at any time.

## Pre-arrival information

Please make sure you adhere to the following adult:child ratios:

School Year	Child's Age	Adult: Child ratio
Higher education	16-17	1:15
Year 11	15-16	
Year 10	14-15	
Year 9	13-14	
Year 8	12-13	
Year 7	11-12	

\* If you have the incorrect ratios on the day, you will not be able to climb.

## Extra Leaders/Supervisors

We run educational climbs for pupils between Years 7 and upwards.

We offer complimentary tickets for teachers/leaders to join the climb:

- Up to 3 Teacher tickets
- You must bring a minimum of 1 leader for all year groups.

**The teacher/supervisor must have loco-parentis status for all of the children participating in the climb experience.**

The teachers/supervisors are responsible for the children during their trip to The O<sub>2</sub> including whilst completing the Up at The O<sub>2</sub> climbing activity. The responsible person(s) must ensure that all children follow the instructions they are given by Up at The O<sub>2</sub> staff, and provide assistance where/when required. Unacceptable behaviour from any members of the climb will not be tolerated and the person(s) will be refused entry or not permitted to participate in the activity. This includes verbal or physical aggression and inappropriate behaviour.

For children in Year 4, 5, 6 – public ratios apply as shown in the table below:

School Year	Child's Age	Adult: Child ratio
Year 6	10-11	1:5
Year 4 & 5	8-10	1:5

Geography Educational sheets are available for Key Stage 2 children.

## Climber's Minimum/Maximum Requirements

Each Climber must be:

- 8 years or older
- A minimum height of 1.2 m
- A weight of less than 130kg/21 stone/286lbs which is the maximum weight our harnesses can take
- Able to wear a harness which has a maximum waist fitting of 125cm and a maximum upper thigh fitting of 75cm

If you do not meet these requirements you will not be permitted to climb

## Medical requirements

Please inform us of all medical conditions including medication that may need to be administered.

Where a child is required to take or be administered medication, the educational establishment and our Up at The O2 team will require guidance from the parent and should follow the school's procedures in line with educational authorities' guidance.

This information must be declared on the waiver form and provided 7 days in advance of the climb.

## Educational Climb and School Group Waiver form

Please note that the responsible person(s) for the group will be required to complete an Educational Group Waiver Form in full prior to the climb.

[Please click here to download a form.](#)

Please send the completed form to [events@upattheo2.co.uk](mailto:events@upattheo2.co.uk) at least 7 days prior to the climb. You also need to bring the waiver form with you on the day for the check-in process.

## Substitutions on the day

You can substitute one child with another as long as you update their details on the waiver form and hand in the final version upon check-in. Any changes must meet the guidance/ratios detailed within this document.

## Climbing Equipment

We provide all the necessary climbing equipment:

- Climb jackets all year round
- Gilets during warm weather
- Harnesses
- Climb latches
- Climb shoes

## Clothing recommendations to be brought along by each climber

We recommend wearing comfortable clothing underneath your climb suit and **you must bring socks** as you will be wearing our climbing shoes. Socks are available for purchase at Base Camp for a charge of £2 per pair.

During the colder weather we also recommend hats and gloves.

For very warm days we recommend loose fitting cotton clothing, sun cream and sunglasses. Children should drink plenty of water; there is a water cooler available in Base Camp in the Briefing Room. Climb guides also carry water in their backpacks whilst on the climb.

## Weather

Climbs take place in all conditions unless the weather is extreme such as lightning, heavy snow, ice and anything that makes it unsafe for us to climb. We have an experienced team of climb guides that will guide and assist climbers during the activity.

Please call **020 8463 2680** to check on the day if you have any queries or concerns about the weather. There are no refunds or reschedules if you choose not to come if our attraction is still open. If we close or cancel climbs, full refunds or reschedules will be offered.

## Mobile Phones

Mobile phones and small compact cameras can be kept on the climbers persons during the activity, but this is at the child's or school's risk and all personal belongings are their own responsibility. We do require these devices to be carried in the phone pocket on your climb suit and devices can only be used on the viewing platform. Mobile phones and cameras are not allowed to be used on the walkway, ignoring this may result in the climb being stopped for the whole group.

Other belongings that are not permitted on the climb must be stored in the lockers provided. Remember that the lockers are small, so please don't bring large items with you on the day of your climb.

# Essential arrival information

- We are located just to the left of the main entrance of The O2.

Please check in at Base Camp at least 15 minutes prior to your climb ticket time.

Late comers will not be rescheduled or refunded.

- Public transport: You can reach us via the Jubilee Line at North Greenwich underground station
- There are a number of buses that serve North Greenwich station from south London and north of the river.
- You can also reach us by boat via Thames Clippers by disembarking at North Greenwich Pier. There is a 10 minute walk from the pier to Base Camp by following directions towards The O2

- Emirates Cable Car crosses over the River Thames from Royal Victoria (DLR Station) to North Greenwich Peninsula. From here, walk towards The O2

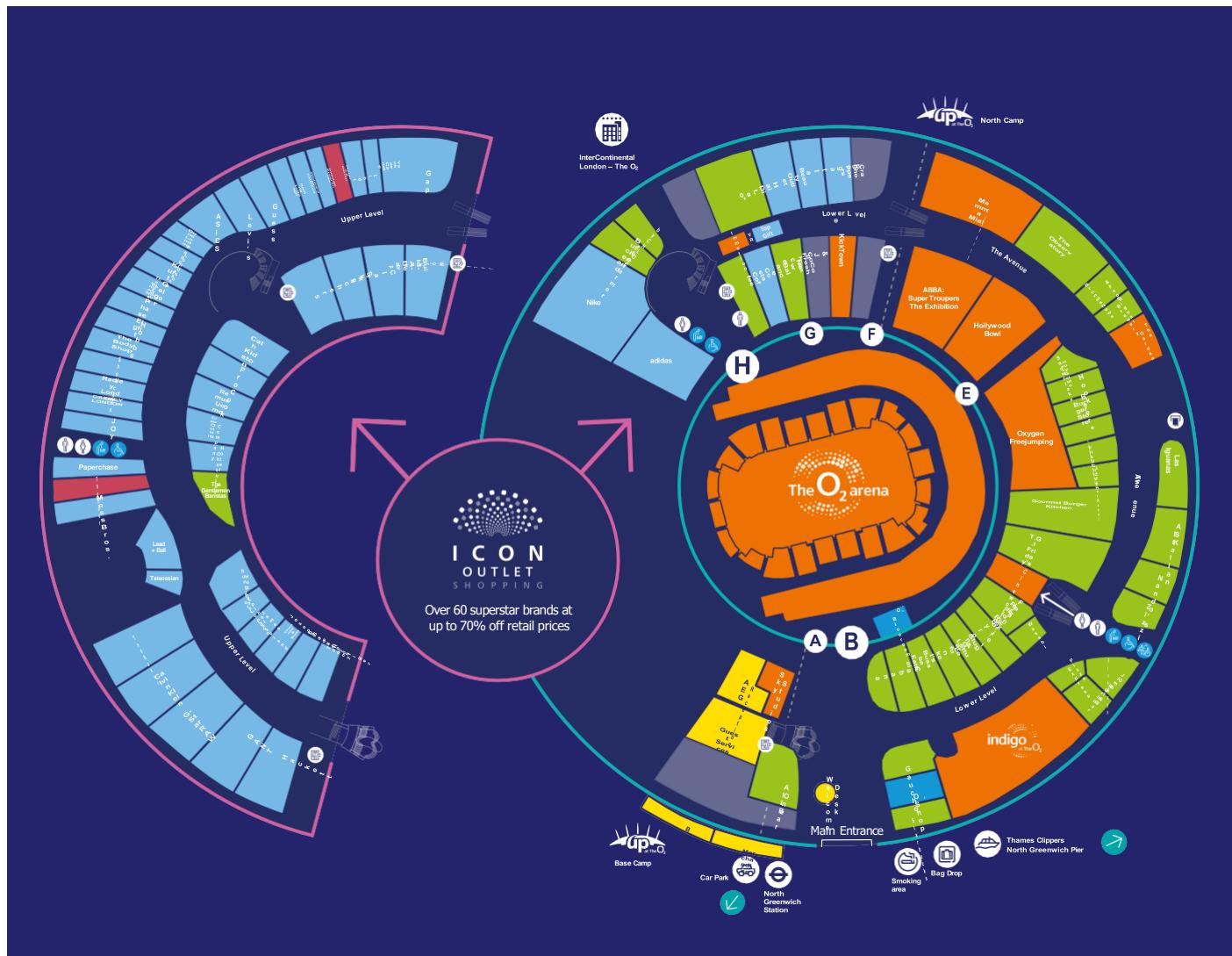
- Parking: You can park in car parks 2, 3 or 4, which are our non-event car parks. You'll pay our hourly tariffs displayed at [theo2.co.uk/visit-us/parking](http://theo2.co.uk/visit-us/parking)

- Coach Parking: 0 – 6 hours - £15

- On arrival at Base Camp at The O2, you should have your tickets ready (printed or on your smartphone) to show our team in order to check in. Please submit a copy of the pre-filled in waiver form(s) and medical information prior to your visit.

- No food is allowed on the climb. Soft drinks are available to purchase from Base Camp at check-in and these can be consumed on the roof. We serve 150ml cans of soft drinks for £2 per can, subject to availability.

## The O2 venue map



Please note: Transportation to The O2 and access to The O2 is accessibility friendly.

# Structure Of The Day

- After checking in, the whole group will be sat down in the Briefing Room. Here is where you will be joined by your climb guide who will provide you with a safety briefing and an introduction on the educational climb
- After the safety briefing, you will need to put on your equipment and place your belongings into flight cases. These will be locked and the key will be taken up by the climb guide. We transport the flight cases to North camp at the end of the climb, where your climb guide will unlock the cases so you can retrieve your valuables
- At least one teacher/leader needs to be present at all times during the kitting up process, when the children will be kitted up with climbing equipment
- One teacher needs to climb on the walkway at the back of the group to be able to see the whole group. If a second teacher/leader is present, he/she will be positioned in the middle of the group
- In the event of bad behaviour we will curtail your climb and you will not be entitled to any refund or reschedule. Inappropriate behaviour may also hinder further bookings for the school
- If a child decides not to carry on with the climb, a supervisor/teacher needs to stay on the ground with the pupil. Therefore, we recommend that you take up the additional adult ticket offer, so that you have at least two teachers or supervisors with each school group. If there are no extra adults to supervise the child on the ground, it is solely the supervisor's responsibility and decision to leave an unsupervised child on the ground. Failing that, the whole group will be brought down without completing the climb
- The Educational package will include one group photo print.

Additional prints and digital photo download will be available to buy in the Up at The O2 gift shop starting from £6 per print (Retail price usually £15)

