

frequently asked questions for groups

Bookings and payment

How do I make a group booking?

Group bookings can be arranged by calling 1300 CLIMBS (1 300 254 627), by emailing the group specialists in the SBAC Reservations Centre - climbs@sbac.net.au or by filling in the online Groups Enquiry Form



Prices

Does a child (12 – 16 years old) need to climb with an Adult?

Yes, all children climbing must be accompanied by a parent or guardian whilst climbing - a maximum of 3 children per accompanying adult.

How do I receive the tickets after making a booking?

An email confirmation will be provided at the time of making your confirmed booking. A confirmation receipt or voucher must be presented by climbers when checking in. Proof of ID will be required for all climbers.

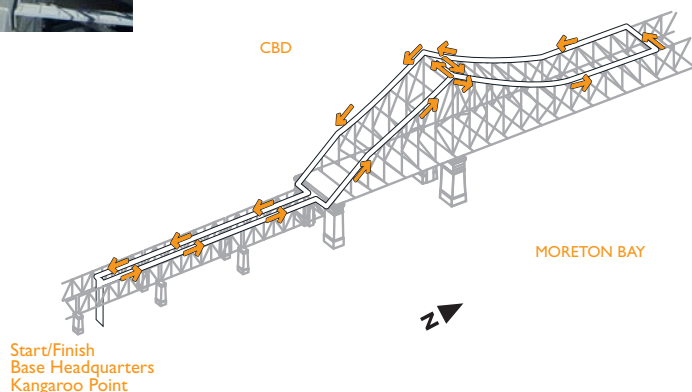


The Bridge

What is the height of the summit / viewing platform?

The summit is approximately 80 metres above sea level.

What is the climb route?



What is the distance of climb route?

It's a journey of almost a kilometre up over the bridge's superstructure with a viewing platform 80m above the Brisbane River as it flows past the city.

How much traffic does the bridge carry in a day?

Approximately 70,000 cars cross the bridge everyday.

What does the bridge connect?

The Bridge runs north/south joining Kangaroo Point to Brisbane City and Fortitude Valley.

Viewing highlights - What can you see and which way to look?

From the viewing platform of the bridge climbers will enjoy uninterrupted 360° views of Brisbane, its river and surrounding hills and mountains.

To the east, views across Moreton Bay to some of the world's largest sand islands

To the north, the Glasshouse Mountains

To the west, Mt Coot-tha and Brisbane Forest Park

To the south, the world heritage-listed Lamington National Park

And below, the Brisbane River; one of Australia's deepest rivers, snaking its way to the Pacific Ocean

Climb Queries

How long does the adventure take from start to finish?

The climb experience takes approximately 2½ hours. This includes your briefing, safety demonstration and the climb route.

What should I wear?

All climbers are supplied with a fully enclosed climb suit. Our climb leaders will talk to you about the weather conditions on the day and will suggest what would be comfortable to wear on the climb in conjunction with your climb suit. Accessories provided are, but not limited to, hats, handkerchiefs, sunglasses lanyards, all weather jackets and fleece jackets and sunscreen. All climbers are required to wear fully enclosed rubber soled footwear.

What language will the commentary be given in?

The commentary from your personal climb leader will be given in English.

How do I hear the commentary?

Commentary is via a radio headset.

Will I be able to communicate with fellow climbers/climb leader?

You will be unable to communicate through the radio headset, however you will be able to interact with your fellow climbers and the climb leader throughout the entire climb experience.

What can you take onto the climb?

Personal items will not be permitted to be taken on the climb including, cameras, videos, pagers, mobile phones and handbags. We will provide each climber with a secure locker in which any personal items can be stored.

Am I required to wear a climb suit?

All climbers are required to wear a climb suit, which will be provided once checked in and is worn over your existing clothing. Climbs suits are part of our standard safety equipment. Suits are worn to blend in with the colouring of the bridge and therefore not distract drivers when crossing the bridge.

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frequently asked questions for groups (continued)

Will your guides have first aid training?

All of our climb leaders are experienced and fully trained in first aid and safety requirements for the climb.

What will happen if I am late for my climb?

As climbs must run on scheduled time, climbs will not be held for late arrivals. A late arrival will lead to forfeiting your ticket.

Is the climb safe?

The climb is completely safe & secure. You will be secured by a static line for the entire duration of the climb. All climbers wear a harness belt – this will be explained by the climb leader and accessories can be provided.

What weather conditions can I expect in Brisbane?

One of the greatest reasons for Brisbane being a much-loved city is due to its sensational weather. Winter is a superb season in our city with vast blue skies often accompanied by a dry, cool breeze. Summer is sultry with a possibility of late afternoon storms.

What happens with the climb when it rains?

Story Bridge Adventure Climb is open for operation during most weather conditions. If it rains, normally only during the tropical summer months, we will provide climbers with an all weather jacket, however we suggest you bring a spare pair of shoes and socks.

Should I wear sunscreen?

Yes, all climbers must ensure they protect themselves from UV rays in all areas not covered by climb suits (ie face, hands etc). We provide climbers with sunscreen and hats.

Health and Fitness

Will I need to have climbing experience?

No, you need not have experience. It's a fact that some participants have climbed the bridge in order to overcome a perceived fear of heights, doing so in a secure environment.

I'm pregnant, can I still climb?

Ladies who are pregnant can be up to 20 weeks / 4 months and still be able to climb. Please note, you do climb at your own risk and are required to wear a safety harness throughout the duration of the climb.

Age and height requirements?

Anyone who is 12 years of age and older who can sustain moderate physical exertion can take on this challenge. All persons climbing must have a height of 120cm and over.

Vertigo - What will happen if I get frightened?

We've taken every precaution in our safety procedures to ensure that our adventure climb

experience is a safe experience. For the entire duration of the climb, all climbers are attached to a static line with all climb leaders being trained to support and encourage those who are a little anxious while climbing. If you have a fear of heights, please advise climb leaders prior to start of climb.

Climb Certificates

All climbers will be presented with a climb certificate upon completion of their climb experience.

Photographs

As climbers will not be permitted to take cameras (including video cameras) onto the climb, there are a number of photo opportunity locations from where your climb leader will take photos. These photos will be available for purchase from the Gift Shop after your climb experience.

Merchandise

You will also be able to purchase a full range of merchandise items after your climb experience. See Story Bridge Adventure Climb merchandise list for more information.

Transfers

A 12 seater mini coach can be provided by prior arrangement for transfers from one local CBD collection point. Pick up times can be discussed once climb times are confirmed however pick up will generally be a minimum 45 minutes prior to the designated climb time.

Access to Public Transport:

Ferry transfers from the city to Kangaroo Point are available (approx 5 minutes in duration). For further details and transfer times, please phone Transinfo on 13 12 30 or at www.transinfo.com.au

Where to find us

Visit www.storybridgeadventureclimb.com.au/information_contact_us.html for a directional map to SBAC Headquarters. The map also shows the Brisbane River Ferry Network Legend.

Car Parking is available in Wharf and Main Streets.

