



i360 Santa Night iDrop – COVID-19 Abseil Measures Frequently Asked Questions

The i360, in partnership with Wire & Sky who manage the drop, are operational for abseils again from Monday 3 August 2020 and have put in place a number of additional health & safety and social distancing measures for the protection of jumpers and their supporters.

In the first instance, be sure to check out the i360's ['What to expect when you visit'](#) guide, which takes you through some of the above-mentioned extra measures that are in place at i360.

Here are some further answers to additional questions you may have.

How many jumpers are allowed to abseil at a time?

There is a maximum of 40 abseilers for the Santa Night iDrop. Jumpers will be split into two sessions at 6pm and 7:40pm. Jumpers will be taken up in small groups during their session to do their drop.

During our communications with you, you will be asked to advise on which session work best for you. We can't guarantee you'll get your first choice, but we will do our best to accommodate you.

When will I know what time my abseil is?

During our communications with you, you will be asked to advise which session work best for you. We can't guarantee you'll get your first choice, but we will do our best to accommodate you.

We will confirm your session at least 2 weeks prior to your abseil. We will ask jumpers to stick to their session arrival time to help with social distancing in the registration area. We cannot confirm your exact drop time within your session until you arrive.

How long before my abseil should I arrive?

We'd suggest arriving 30mins before your abseil session. You'll need to sign in with us upon arrival and make sure your medical form is completed first.

The Wire & Sky team (who manage the drop) will collect jumpers in small groups and take you up the i360. From there the drop team will look after you and ready you for your abseil.

What safety and social distancing measures have i360 and Wire & Sky put in place?

i360 and Wire & Sky have put in place a number of things covering; max number of abseilers per day, max number of abseils per time session, PPE equipment for all staff, social distancing guidance on site (including inside the i360), and a number of other areas.



1m+ social distancing rule in place at all times between anyone not from within same household

- Staff will be wearing visors/face coverings and gloves, where required, to adhere to the 1m+ rule
- Staff will be asked to stay at home if displaying symptoms and isolate as per current Government guidance
- Participants are advised that if they are feeling unwell / presenting any Covid-19 symptoms they must not attend the iDrop, as per the Government guidelines
- Participants will be asked to clean/sanitise their hands before touching any equipment
- Participants will be provided with gloves to be worn whilst abseiling as per normal procedure
- Participants may wear a face covering providing there is no risk of entanglement with equipment, however this is not compulsory

For full details, see the i360's ['What to expect when you visit'](#) guide.

What should I wear for my abseil?

Jeans and trainers will be fine to wear for your abseil. Remember, the drop is in late November and you may have a few minutes to wait for your drop, so do bring warm attire. You'll be able to wear your Santa suit over the top.

Avoid loose clothing and tie any long hair back to make sure things don't get caught in the abseil harness equipment. We have been assured that all safety equipment will be thoroughly cleaned between abseils.

Do I need to wear a face mask?

You may wear a face covering providing there is no risk of entanglement with equipment, however this is not compulsory, you may wish to bring one to wear whilst your waiting to do your drop when you are inside the i360.

Can family and friends still come and support me?

Yes, they can. However, please be mindful on the number of supporters you invite to attend. They won't be able to accompany you inside the i360, who will be following any COVID-19 government guidance on number of people in a group), but can watch from the ground below.

Are there toilets on site?

There are toilets located on the boarding deck of the i360 platform which can be used before and after your drop. There are no toilets on the actual i360. Toilets will be cleaned regularly.

Can I bring my own GoPro?

If you own a GoPro camera, you now have the option to bring this along and record your iDrop for a fee of £5 – this can be paid at the time of booking or on the day.

Can I wear my glasses/ hearing aid?

Yes, as long as they are not loose fitting or liable to fall off



What happens if there is bad weather on the day?

There are undercover areas where you can still social distance. If you are already inside the i360, this will either wait until weather has passed, or returned to ground level if weather looking worse.

The drop wouldn't be cancelled if raining or if light snow (on the ground). If weather was far worse, we would advise you as early as possible on the day should the drop need to be cancelled.

What if I have an existing medical condition – can I still do the drop?

If you have an existing medical condition you must consult your medical practitioner prior to the activity to assess whether you are fit to do the BA i360 iDrop or not. It cannot be the responsibility of Wire & Sky to determine your health on the day. Should you arrive on the day to do the BA i360 iDrop and declare that you have a medical condition and are unsure whether you are fit to participate, we reserve the right to refuse entry with no refund. If you or any person in your booking needs to take essential medication on the iDrop Experience (e.g. asthma inhaler, diabetic medication or nourishment) please let the team know.

Where is the nearest car park?

A Park and Ride is located at Withdean Sports Centre (postcode BN1 5JD).

To avoid traffic hot spots, you are advised to approach British Airways i360 from the west.

We are located directly opposite Regency Square Car Park which has 507 spaces including some electric vehicle charging points.

For satnav the postcode is BN1 2LN

I still have a question, what do I do?

We are sorry that your question was not answered here. Please contact the Events Team by phone on **01903 706354** or by e-mail at events@chestnut-tree-house.org.uk and we'll do our best to answer your question.