

## Frequently Asked Questions

### *The Basics*

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#### **What should we wear?**

Participants should wear comfortable and casual clothing that can get dirty. Synthetic materials are best, but cotton will do. In hot weather, wear light colored, loose fitting clothing. In cool or cold weather, bring extra layers including warm hats, jackets, and gloves. Sunglasses and a hat are helpful for any outdoor program. We do not recommend wearing earrings, rings, and other jewelry. Closed toed sneakers or lightweight boots are required footwear. *Please do not wear sandals, flip flops, five-fingers, or open toed shoes!*

#### **What is provided at the course?**

At the course we provide indoor or outdoor programming space (depending on the program design), qualified facilitators to guide you through your experience, and all equipment necessary for a fun day full of activity. A water cooler will be available to re-fill water bottles your own water bottles. There are bathrooms available.

#### **What else should I bring with me?**

We encourage participants to bring their own reusable water bottle to do our part to help the environment. You may want to bring bug spray, sunscreen, and a case for eyeglasses, camera, snacks, and spare clothing. We also ask that cell phones are turned off during the program so that participants can remain present during the experience.

#### **What time does a program begin?**

Start times for programs are flexible, depending on the day and type of program. Full day programs typically begin at 9:00am and finish at 4:00 pm, with a break for lunch. Half day programs are typically from 8:30am until 12:00pm and 1:00pm until 4:30pm. More information about program options can be found [here](#). Please make sure you have the right program time from your contact person.

#### **What happens if someone gets hurt during an activity?**

Safety is the most important factor in everything we do. We will do everything we can to prevent accidents and injuries, which is why we ask all participants to complete health screening forms before we begin the program to give us information to adapt the program to participants' abilities. Additionally, we encourage participants to know their limitations and advocate for their needs. If someone does get injured, our facilitators are trained in first aid, CPR, and use of an AED.

#### **Are people allowed to smoke during a program?**

Illinois State University is a smoke free environment and so are we. No smoking is allowed anywhere on the premises.

#### **Do you serve lunch?**

You are welcome to bring bag lunches and coolers. Since our prices do not include meals, all catering costs will be passed on to you. When planning the details of your program, please notify us if you are



making arrangements for food for your group. We are happy to recommend nearby catering options for your group, just ask us.

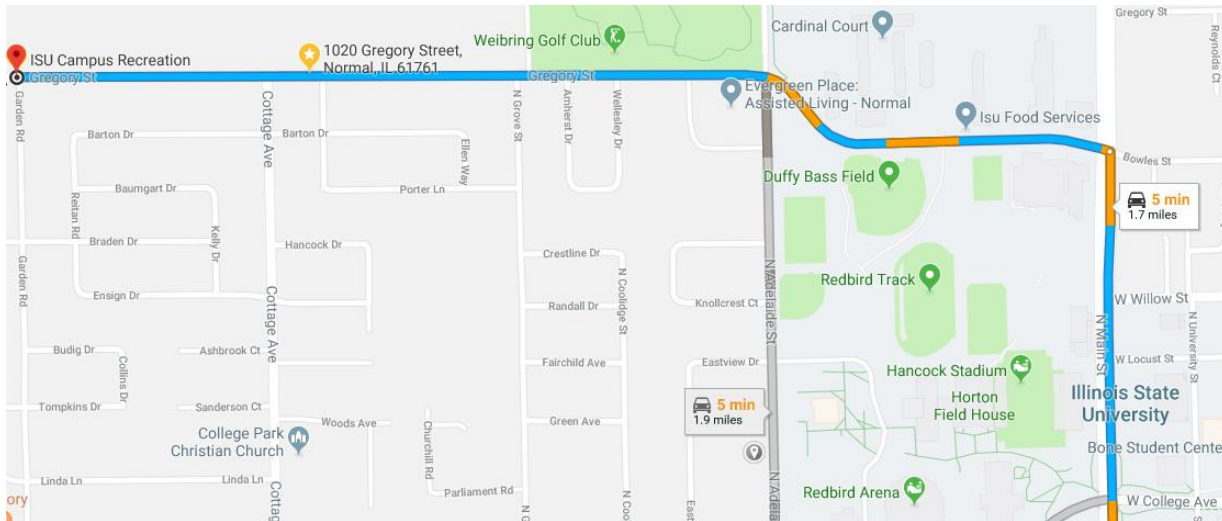
**Where are Programs located?**

*Locations vary depending on the type of program scheduled.*

**The High Ropes Course** is located at Campus Recreation’s Redbird Adventure Center at 1700 W. Gregory St. Normal, IL 61761. You can type this address into Google Maps. Park in designated parking spaces in the lot at this location. No permits are required to park here. Groups will meet on the Patio, on the Right side of the building closest to the High Ropes Course.

If you are coming from The ISU Student Fitness Center or Uptown Normal

- Turn North onto N Main St, past W. College Avenue.
- Turn Left onto Gregory St. and continue for 4mi.
- Turn Right past the athletic fields. Look for the red roofs from our High Ropes Course.



If you are coming from the North on I-39 or I-55:

- Take the exit onto US-51 Business South
- Take US-51 Business South for 12.4mi. It will turn into N Main St.
- Turn Right onto Gregory St. (if you pass University High School or Redbird Arena you’ve gone too far)
- Continue west on Gregory St. for 4 mi.
- Turn Right past the athletic fields. Look for the red roofs from our High Ropes Course.

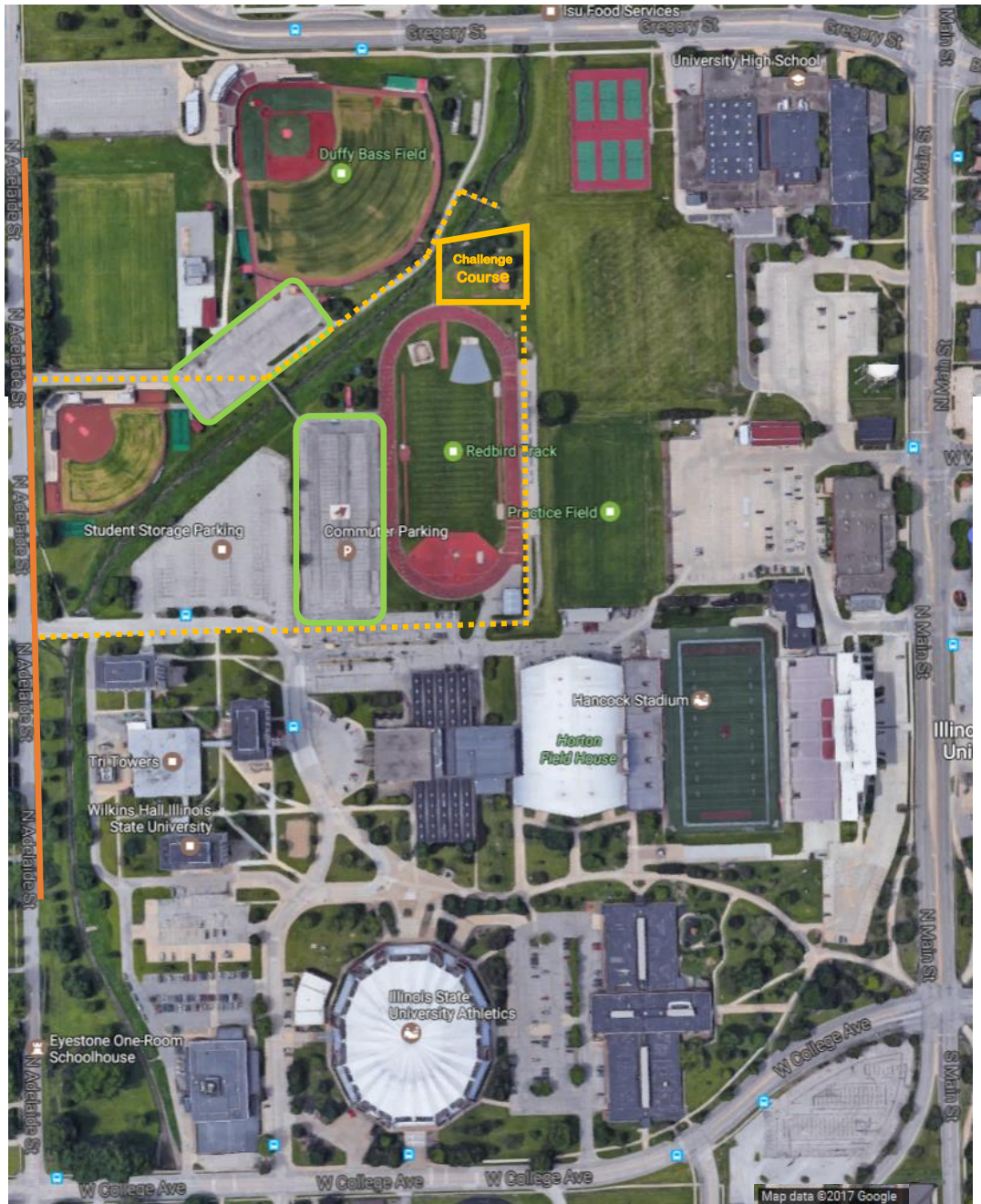
If you are coming from the East or South on I-74 or I-55

- Take exit 160 from I-55/I-74 onto 150E/W Market St.
- Turn Left at your 2<sup>nd</sup> traffic light onto Martin Luther King Jr drive for 0.9mi
- Turn Left onto White Oak Rd (just over the railroad tracks), continue on White Oak Rd. for .6mi
- Turn Right onto W. Hovey Ave & continue for .3 mi (if you go under the highway, you’ve gone too far)
- Take your first Left onto S. Parkside Rd, continue for 1mi
- Turn Right onto Gregory St & drive for .5mi
- Turn Left before the athletic field. If you reach the golf course, you have gone too far.



**The Low Ropes Course and Rappel Tower** is nestled between the ISU Duffy Bass Baseball Field and Redbird Track, behind Hancock Stadium and University High tennis courts. Our tall, wooden Rappel decks are very visible.

Free parking is available along Adelaide St, indicated by the orange line on the map. If entering the location into GPS, you may type in <500 North Adelaide St. Normal, IL 61761>. The yellow dotted lines indicate the most direct walking routes of access to the challenge course from Adelaide St. You can also choose to purchase a temporary permit in order to park in the Commuter Lots, outlined in green on the map. Temporary permits cost \$8.00 and must be purchased from the Office of Parking and Transportation located at 709 N. Main St. Normal, IL 61790.







### **What happens if the weather is bad, i.e. rain or snow?**

We work with our groups to make sure we are safe and as comfortable as possible during our programs with a wide variety of weather conditions. Because we have a wide array of activities, it is possible for us to take activities indoors when the weather is too extreme to be outdoors, provided the space is available. In the event of severe and inclement weather, your Lead Facilitator will call the morning of your program day to discuss options. We follow weather closures from Illinois State University. If your program is cancelled, someone from the Adventure Program will be in touch with your program contact to make every effort to reschedule.

### **What if the people in my group are not “outdoorsy”?**

Whether or not a person is comfortable outdoors, our programs focus on the people in the group and your goals for the day. We believe participants have a choice in how, and in what way, they engage in each activity. Participants will not be forced to do anything and we ask that everyone advocates for their own needs during the program. Our goal is to provide a safe, inviting environment that encourages you to challenge yourself in ways that help improve personal and group effectiveness.

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## ***Considerations for Your Group***

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### **Can people with disabilities participate?**

Absolutely! We ask that you inform us of any needs as early in the planning process as possible so we can work to make appropriate accommodations. Our high ropes course is built to be accessible to people with disabilities and 80% of the course elements can be modified to be accessible to people with disabilities.

### **How many people do we need to participate?**

We find our activities work best for groups of at least 10 people. There is no limit set on the number of participants we can accommodate and have served groups of up to 150. We do our absolute best to accommodate group needs and can discuss options depending on the size of your group, large or small.

### **Can I participate if I'm pregnant?**

We encourage participants to speak with their doctor and make appropriate decisions for their own health and safety. We give lots of opportunities for participants to remain engaged with their group no matter what physical limitations there may be.

### **What if some people don't want to participate/climb and others do?**

Whether on the ground or in the air, everyone in your group will have a role to play in each activity. We respect that individuals have choices in how they choose to engage throughout their experience and the opportunity to make those choices is an important part of the experience. Although some may choose not to climb during a high element, they may still put on a harness and/or be part of the support system on the ground. There are also programming options that can be modified if this is a serious concern within the group.



### **What happens if everyone in my group can't make it?**

We first work with your group to establish a date and time that works for your group. The number of people you indicate determines the number of facilitators we hire for the day, so changes must be made well in advance. If you arrive with fewer than the contracted number you will still be charged the contracted amount. If you arrive with less than 10 people, that may void the program. If you arrive with additional participants without letting us know, we may not be able to accommodate them.

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## ***The Activities***

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### **What kinds of things will we be doing?**

During our team building program, groups are led through a series of fun and increasingly challenging activities. We start with initiatives (portable activities done on the ground) to set the tone for the day and allow participants to get to know one another. We transition to low elements (physical structures under 12ft high, typically require spotting) for a more complex challenge. These activities are experiential and hands-on, and engage the mind and body both for the individual and the group. Reflection on the activities and experience are facilitated throughout the process in order to provide optimal learning.

### **How long do programs last?**

Team Building programs can range from a Short Day (2-hours) to Multi-Day programs, depending on the option you choose. More information can be found [here](#).

### **If my group wants a physical challenge, what activities can we do?**

While scheduling your program, we will work with you to determine the best activities for your group. We have plenty of activities for groups who want a physical challenge and those who do not. We will work with you!

### **How much do different programs cost?**

Our cost is variable depending on the size of your group, the kind of programming offered, and the type of group you are. Current Rates can be found [on our booking page](#).

### **What will my group get out of the day?**

Results vary depending on your group and the program you choose. We will ask you to complete a Team Building Program Request Form to help us better understand your group's goals, strengths, current events, and expectations of the day. Our Facilitators then work with group your group contact to develop a program to help achieve your identified goals and outcomes.

### **Will my group learn anything from our day with Adventure, or will it just be a fun day?**

Your program will be tailored to focus on the learning objectives you want to achieve. These could include: effective communication, relationship building, problem solving, commitment, trust building, decision making, etc. You decide on what you want your group to learn and we work with you to incorporate those topics. We also believe no matter which kind of program you choose, your group can have a fun experience!

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## *The Facilitators*

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### **Who are the Facilitators?**

ISU Students employed by Campus Recreation facilitate the team building programs. Facilitators are trained intensively in technical and soft skills. We make every attempt to schedule facilitators who are well matched with and reflective of the participants. This method has proven to enhance our programming and make participants feel very comfortable at our course

### **How do I apply for a job?**

ISU Campus Recreation has set recruitment dates & times each semester. Students must first attend a Hiring Session then submit an application with appropriate attached documents. Information regarding employment can be found [here](#).