

FAQ's



What is Up at The O₂?

Do something different. Step out of the classroom and get ready to climb over the world's most popular music, entertainment and leisure venue. Booking your school trip is easy with Up at The O₂. Experience the 90-minute adventure with our optional education programmes while marveling over the incredible 360-degree view of London. Standing 52 metres above ground level, you can make memories and inspire the classroom. All educational bookings will include free teacher places, pre and post educational resource materials, printed group photo and much more.

Before you climb, you'll meet your Climb Guide who'll take you through everything you need to know and provide you with a climb jacket and/or gilets, shoes and a safety harness.

Where do lessons take place?

We provide pre-visit lesson materials that needs to be taught in your own classroom environment ahead of your visit.

During the educational visit, the lesson/challenges will take place on top of The O₂, on the viewing platform.

If time permits - extra questions will be asked whilst climbing up and down.

How long does the educational climb last?

The whole educational climb experience will last 90 minutes from start to finish:

- Safety briefing, educational climb introduction, kitting up process and photo opportunity: 30 minutes
- Ascent: 15 – 20 minutes:
- Challenge exercises on the roof: 15 minutes
- Descent: 15-20 minutes
- De-kitting: 5 – 10 minutes

A pre-booked educational climb slot is essential.

How long should we allow for our climb visit?

We recommend two hours for the whole visit. Please arrive 15 minutes prior to your climb start time. The walk from the end of the climb to the main entrance of The O₂ is a 10 minute walk.

How high is Up at The O₂?

Up at The O₂ is 52m at its highest point.

I've got a fear of heights. Can I still climb?

Yes. But remember, what goes up, must come down. Up at The O₂ is 52m high and involves an ascent and descent of up to 30 degrees. Once you've started the climb, you have to complete it.

What should I wear?

We do provide all climb equipment so we recommend wearing comfortable clothing underneath your climb wear. This must include socks and we also recommend hats and gloves for the colder days.

Will the climb go ahead if the weather is bad?

Climbs take place in all conditions unless the weather is extreme. Gales, lightning, heavy snow, ice and anything that makes it unsafe will mean we need to close. Call 020 8463 2680 to check on the day.

Will the educational lesson still go ahead if it rains?

Yes. We still climb in rain and no writing is required whilst on the educational climb. The challenge sheets are laminated and attached to waterproof clipboards. The students will only need to read the information, determine the answer in their group and pass on the verbal answer to the climb guide or teacher.

Will I need any training before I complete Up at The O₂?

Yes. But it's all part of your adventure on the day. You'll be given a safety briefing before you go up. And you'll meet your guides. They will give you handy tips and answer all your questions. When should I arrive for my climb?

Please arrive 15 minutes before your climb time. Unfortunately, we can't check you in before then. If you arrive early, there are lots of other things to do at The O₂ within the shopping and entertainment district. [Click here for details.](#)

What happens if I'm late?

We'll do our best but we can't always check in late arrivals. Unfortunately we can't give refunds or reschedule your climb.

Does Up at The O₂ cater for students with special needs/requirements?

Unfortunately, we cannot cater for wheelchair users as part of an Educational Group Climb; however, we do cater for wheelchair climbs separately.

We can accommodate other forms of disabilities on an Educational Group Climb.

Please call our team on **0208 463 2680** or email events@upattheo2.co.uk to enquire about the educational climb and pass on the information regarding special needs/requirements. Our team will advise accordingly.

Is there an area to eat our lunches?

There is a picnic area that schools can use before or after the climb. This area is called the Garden and is situated on the Avenue inside The O₂, only a couple of minutes' walk from the gift shop – where you finish the climb.

There are tables and chairs to have packed lunches with other visitors and this is on a first come first served basis. Please leave the area tidy after your lunch and use the bins provided.

Can we pre-order lunches?

We do not cater lunch services on our Up at The O₂ premises, however we can organise for a climb and dine package at one of our restaurant partners at The O₂. Please enquire with our Events team for more information.

Can we create a pre-order for the gift shop?

If you would like to pre-pay for merchandise or extra photography, we can arrange for pre-paid bags for every child ready for collection at the end of your climb. These will be stored safely in our Retail area and packaged in a box for convenience.

Please contact boxoffice@upattheo2.co.uk two weeks before your visit to discuss which products you would like in your groups pre-paid bags. Please arrange to make payment one week before the date of your visit by calling **0208463 2686**. We accept Visa, Mastercard, Amex and Maestro and will require the 16-digit number, postcode from billing address, expiry date and three-digit security code on the card. A till receipt will then be issued and a scanned copy sent by email for your records.

Can we take photographs?

You can bring your mobile or a small compact camera with you. It has to be carried in the phone pocket on your climb suit and can only be used on the viewing platform.

Our Up at The O₂ photographer will also take a professional picture of the group and one printout will be included in the educational package. Additional prints will be available to buy in the

gift shop at £6 per print. You can also pre-pay for additional climb photos if you wish. You can do this directly via our retail team in the same way as pre-purchasing merchandise as explained above.

What happens if I need a first aider?

All our climb guides and Duty Managers are first aid trained so there is always a first aider on duty.

What happens if there is an emergency?

Our staff members are trained in dealing with emergency situations. Please follow the instructions given by our staff.

Is Up at The O₂ accessible for guests with disabilities?

Up at The O₂ is accessible for most guests with disabilities.

Call **020 8463 2680** or email boxoffice@upattheo2.co.uk to discuss your climb with us. As a general rule, if you can walk unaided, you can complete the climb.

We also run accessible climbs for wheelchair users but not as part of an educational climb.

[Click here for more details.](#)

Can I carry my medication while on the climb?

Essential medication like inhalers, insulin and nourishment are allowed. Your guide will carry these for you. Please advise any required medication on the medical form and what arrangements are in place if someone is required to use their inhaler or administer medication i.e. the teacher has been given permission by the parent to administer medication.

Can I wear glasses?

Yes, as long as they're not loose fitting.

How should my students behave?

Up at The O₂ is a public visitor attraction, so you are required to supervise your students at all times. We also take safety very seriously. If the behaviour of anyone in a school group adversely affects their own safety or the safety/enjoyment of other students or visitors, the climb might not go ahead as planned and you may be asked to leave the premises or shorten the climb experience.

How can I leave feedback about my visit?

We welcome all feedback; you can review your experience on TripAdvisor here or email your feedback at events@upattheo2.co.uk