



# HIGH FIVE ZIPLINE FAQs

## HOW DO I REGISTER?

- Click the register button next to the date you want to make a reservation on. This will take you to our reservation site.
- You'll be prompted to create an account with an email and password.
- If you're registering for your family, select the "add family members" option. If you're just registering yourself, move on to the next step.
- Fill out the waiver. Each family member will need to fill out a waiver.
- Finally, pay to save your spot.
- If you have any questions, call (855) 854-4445 and our friendly staff will be happy to assist you!

## HOW DO I LOG BACK INTO MY ACCOUNT?

Go [here](#) to log back into your account. If you can't remember your password, enter your email, click next, and then click, "forgot password," to reset your password.

## WHAT IS THE ADVENTURE RETREAT CENTER?

The Adventure Retreat Center is the building down the road from Glorieta Adventure Camps' front gate. We run the High Five Zipline Adventure and other fun activities out of it. The Adventure Retreat Center is located in the same parking lot as the Glorieta Mountain Bike Trails trailhead. Inside the building we have a Glorieta Adventure Camps and High Five Merch store with T-shirts, stickers, drinks, and more. More adventure opportunities like E-bikes and a museum are coming soon at the Adventure Retreat Center.

## HOW DO I GET TO THE ADVENTURE RETREAT CENTER

It's right off I-25! Take exit 299 and turn away from Glorieta village. Take a right on NM 50 and then a left into the parking lot (about ¼ mile down the road).



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## HOW ARE THE HIGH FIVE STAFF TRAINED?

Our friendly and knowledgeable staff go through a week long training where they learn how to systematically inspect and run our zipline. After that training, they're tested, required to shadow, and get many repetitions in before ever working directly with guests. We love our staff and their commitment to your safety. If you ever have a question about the processes they are going through to get you safely clipped into the zipline or off the line, just ask!

Our guides also do a thorough inspection of our entire zipline course and gear every day before we use the High Five Zipline Adventure.

## WHAT DO I NEED TO BRING WITH ME?

- Closed-toed shoes with backs (no heels out!)
- **Do not** wear loose fitting clothing, hoods, wigs, or hats.
- **Do not** bring backpacks, purses, or fanny packs (you can't wear them and a zipline harness at the same time).
- We provide water half way through your experience, so you don't need to bring any of your own.
- Feel free to bring your cell phone at your own risk.
- No alcohol, drugs, tobacco, or firearms are allowed on Glorieta Camps' property.

## HOW DO I BRAKE ON THE HIGH FIVE?

The High Five Zipline has a two-part braking system that does all the stopping for you. You'll wear a full-body harness that allows you to sit comfortably as you ride down the zipline. When you get near the end of the zipline, our catch blocks and zipstops slow your trolley down to a stop, with springs at the end of the line for extra braking if needed. You're required to be able to brace for the stop by putting your hands on the handlebar and lifting your knees. Once you've come to a stop, our guides will help you off the line and onto the platform with a ladder.



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## WHAT ABOUT THE WEATHER?

High Five operates in rain and snow! Weather that will delay or close the zipline are high winds and lightning. Our staff constantly monitor the weather and will call you if your ride is delayed or canceled. If your ride gets cancelled, we'll help you get rescheduled or offer pro-rated refund options.

If you have any questions, call (855) 854-4445.

## HOW LONG DOES THE TYPICAL HIGH FIVE RIDE LAST?

It depends on the size of the group! Typically, the experience lasts 2-4 hours. If we have 5 or fewer riders, it will be approximately 2 hours. If we have over 11 riders, it will be closer to 4 hours. Note that there could be other riders in the group besides the riders you're registering.

Part of the time allocated includes getting to the zipline! Once you arrive at the Adventure Retreat Center, we'll transport you 2 miles up the mountain. Only guests who are registered for High Five can be a part of the drive from the Adventure Retreat Center up the mountain onto Glorieta Adventure Camps' property. Please give us a call at (855) 854-4445 if you have questions about a special circumstance – when possible, we are happy to accommodate.

## DO YOU GUYS HAVE CORPORATE/GROUP RATES?

We love to accommodate groups! Please give us a call at (855) 854-4445 to learn more about our group sizes and rates.



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## WHAT ARE THE PHYSICAL DEMANDS OF THE HIGH FIVE?

Our weight minimum is 60lbs. Our weight maximum is 275 lbs.

To ride the High Five, you'll need to be able to:

- Climb up and down a ladder
- Walk over uneven terrain for about ½ a mile
- Ride in an ATV-type vehicle on bumpy road
- Walk up a flight of stairs
- Carry an 8 lbs trolley on your shoulder
- Lift your arms for about 30-60 seconds at a time

You cannot ride if you are:

- Pregnant
- Have a heart condition
- Have had any back or neck injuries

## WHAT IS THE HIGH FIVE KNOWN FOR?

- Our commitment to safety.
- Our friendly and upbeat staff.
- Our fast-flying ziplines (reaching up to 40mph!)
- Our beautiful views of the Sangre de Cristo Mountains.