



TRAMPOLINE PARK SAFETY THE PERSPECTIVE OF USERS

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Commissioned by:



Development by:



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INTRODUCTION

- The use of trampolines in leisure activities has greatly increased worldwide.
- Trampolining are a common source of paediatric injury.
- With the appearance of trampoline parks related injuries increased.
- Although fatalities and disabilities appear to be not frequent, they imply significant burden together with other injuries such as sprains and fractures.
- Cases of spinal cord injuries, traumatic brain injuries and deaths in trampoline parks have been reported.
- New European Standard for Trampoline Parks under development.

AIM

- The safety of Trampoline Parks (TP) is very much related with operation procedures.
- The opinion of users is very important to identify and understand safety problems and risky situations of a specific service.
- This study aim to identifying problems reported by users in TP.
- A content analysis of online consumer reviews was conducted.



METHODOLOGY

We select **8 trampoline parks from 7 European countries**

(Portugal, Spain, France, Switzerland, Germany, United Kingdom and Denmark).

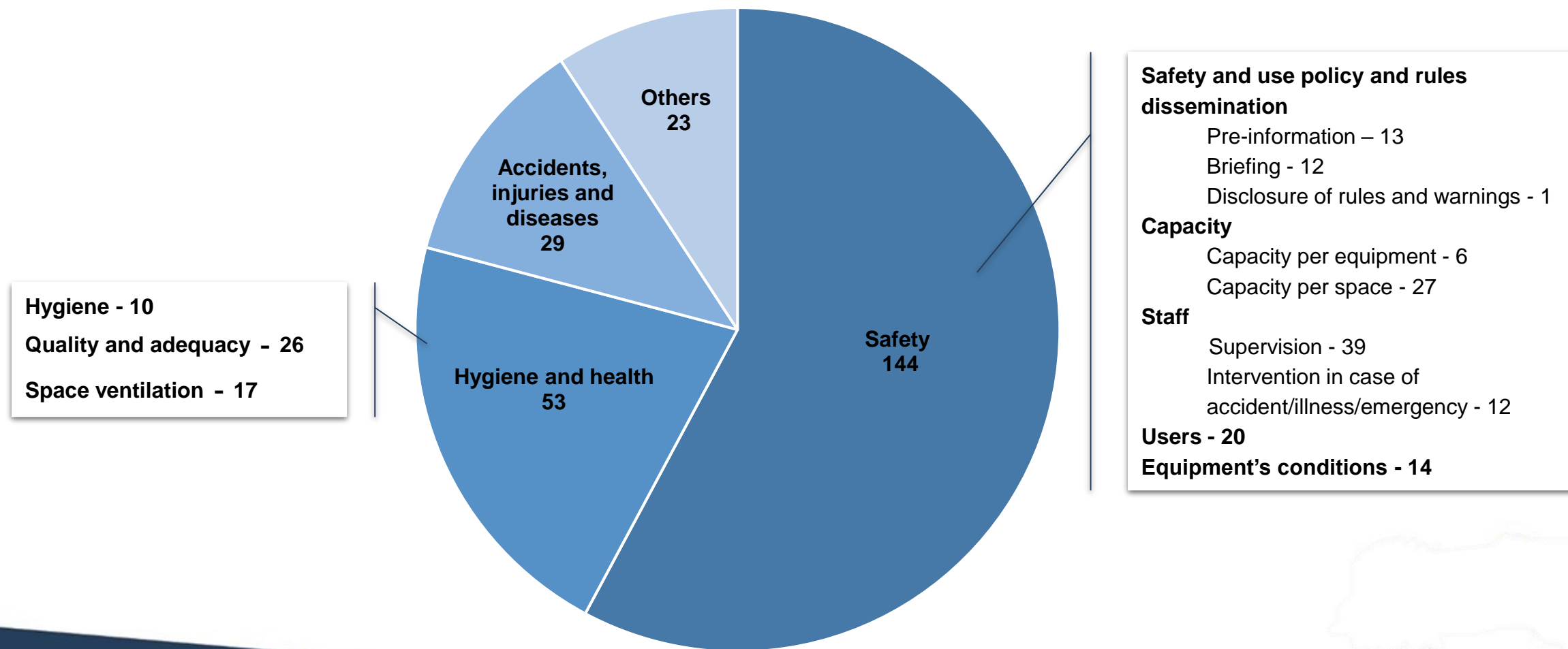
The digital platforms selected (Park Official Website and Facebook, TripAdvisor and Google) represented 11,411 reviews in total (including evaluations without associated comments).

The data was extracted based on 2 cumulative criteria:
1 - reviews with low ratings evaluation;
2 - reviews with complaints or negative descriptions.

Through a content analysis of 560 reviews, **249 registration units** were obtained, which were coded into **4 main categories**.

RESULTS

DISTRIBUTION BY CATEGORY SYSTEM



RESULTS

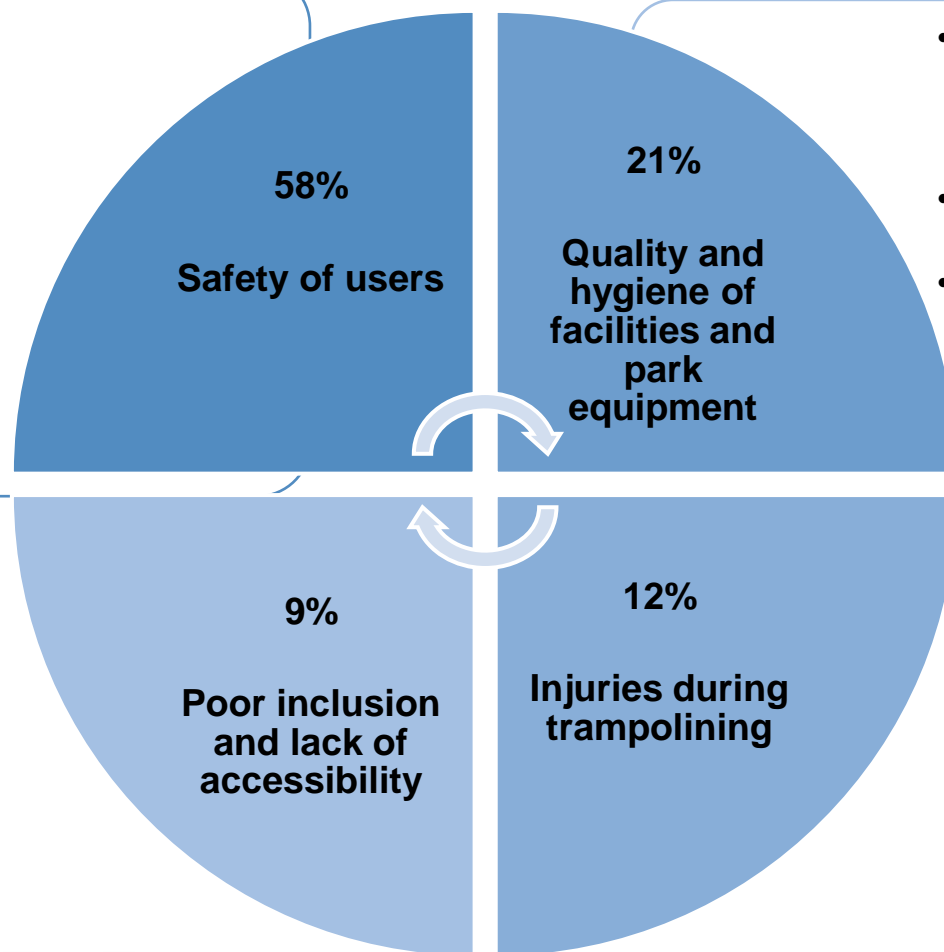
DISTRIBUTION BY CATEGORY SYSTEM

- “I felt a little concerned when I asked by the safety briefing and the girl behind the desk just pointed towards the benches. **There was a TV screen with a video on a loop just showing a few basic rules**”
- “**A lot of people are on trampolines at the same time**, you should reduce your jump quota a bit”
- “**A big lack of attention by some monitors** who join in conversations instead of being attentive to the children and **suggested risky exercises** for children who required better monitoring”
- “A few safety concerns that need to be address, there were at least **5 visible springs** I could see and that I avoided, but children may not be aware”
- “Really good place although sad to say my 3 yr old **broke his leg** yesterday during the toddler session. Just a simple trip onto his knee. Now faces 4-6wks strict non weight bearing in full leg cast to hopefully avoid surgery”
- “**Too hot**, like a sauna and only 2 blowers in the entire place”

RESULTS

CONSUMERS REVIEWS

- Lack of supervision;
- Staff lack of knowledge to act in case of injuries or emergencies;
- Lack of information before purchase and before entering in the TP;
- Big number of users per trampoline space and area;
- Mix of different age and weight users;
- Equipment bad maintenance conditions in bounce area.



- Insufficiency and bad quality of support facilities (lack of drinking fountains, toilets and changing rooms);
- Lack of ventilation or poor air quality what difficult the activity practice;
- Bad cleaning.

CONCLUSION

- The analysis of consumers reviews highlighted important safety problems and risky situations in the use and operation of Trampoline Parks:
 - inadequate staff intervention
 - non-compliance with safety rules (e.g., one user per trampoline, capacity of areas/equipment's)
 - lack of information and instructions supplied to the users
- TP needs to guarantee:
 - the presence of qualified and well-trained staff in a sufficient number
 - clear and understandable information to users through adequate safety briefings before activities and before entering
- A good cleaning, ventilation and access to drinking water, all crucial aspects to healthy spaces, need to be provide.



CONCLUSION

RECOMENDATIONS



Staff performance:

- Clearly define the responsibilities of staff: supervision, support and guidance on how to jump in different trampolines and areas; evaluate if users are ready to do a specific activity or jump.
- Staff should have specific training and education in coaching.

Information on safety policies and park rules:

- Define minimal requirements for safety briefing (location, conditions, contents, specific/extra briefing).
- Create standardized procedures and monitor compliance.

Rules for equipment use:

- Establish a minimum ratio of 1 staff to 8 users: active and close supervision; support and control users' behaviour and jumping activity.
- Create practice areas that filter users according to skill level.
- Define user guidelines (i.e., warm up, rest between jumps, permitted/not permitted jumps,)

TRAMPOLINE PARK SAFETY – THE PERSPECTIVE OF USERS

This study is part of the Technical Study on Trampolines and Trampoline Parks commissioned by ANEC who intended to understand the dimension and factors behind trampoline related injuries, and to undertake a gap-analysis of requirements in different standards for trampolines.

Complete Technical Study: <https://www.anec.eu/technical-studies/recent-technical-reports>

THANK YOU!
ANY QUESTIONS?

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Raising standards for consumers

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