



## **The Castle Access Pass Terms and Conditions Issue 6 (August 2020)**

### **1. Definitions**

**Registration-** All non-supervised climbers must complete a Registration Form (Roped Climbing or Bouldering). You must have read, understood, and accepted our Conditions of Use and Rules for Climbing or Bouldering. Registered Members have a unique Registration Number to identify them and have a photo on the database.

**Access Pass-** Registered Members may additionally purchase an Access Pass rather than pay per visit.

**E-billing** – monthly recurring billing from an authorised credit or debit card. This is not a Direct Debit and does not carry the same guarantees. This must be set up at reception or online and cannot be set up over the phone.

### **2. General – Access Pass**

Access Passholders are required to book climbing slots in advance.

The Castle Access Pass entitles the holder to unlimited climbing at designated times, as well as certain benefits and discounts. Outside of the designated times a top-up is required to book a climbing slot (see below).

The Castle Access Pass runs on a monthly rolling basis via e-billing.

Customers wishing to cancel their Access Pass for any reason, including holidays, must email [info@castle-climbing.co.uk](mailto:info@castle-climbing.co.uk) or use the My Memberships page on the website by the end of the month, before the next payment is taken. Refunds will not be given for cancellations after the payment has been taken.

The card holder needs to be present to set up the e-billing payment, but the cardholder can be someone other than the member for whom the payment plan is purchased.

The billing date is the 1<sup>st</sup> of the month. If the billing date falls on a weekend or holiday, the payments may be executed on the next business day. If the payment is declined, we will attempt to take the payment a second time a few days later. If you visit The Castle before we attempt to take payment a second time, you will be asked to pay at reception before you can climb.

Changes in account information or card details need to be notified to The Castle Climbing Centre at least 7 days prior to the billing date. Email [info@castle-climbing.co.uk](mailto:info@castle-climbing.co.uk) or use the My Memberships page on the website. You may only purchase one Access Pass or Punch Card at a time, and you may only have one active Registration at any one time.

Access Passholders are required to book climbing slots in advance.

Up to date Access Pass times and benefits can be found in the Centre and on the website <https://www.castle-climbing.co.uk/Prices-Membership>

### **3. Top-Up**

A charge of £4.50 is required to climb outside of the unlimited access periods. This is payable upon booking your climbing slot.

### **4. Revocation of Registration and Payment Plans**



Registration with The Castle may be revoked at any time by a Duty Manager if you refuse to comply with our Conditions of Use and Rules. Access Passes may be revoked if the holder is found to have repeated no-shows.

In the case of revocation, any active Payment Plan will be cancelled.

#### **5. Price changes**

The Castle may change registration, entry, and payment plan fees at any time. Any changes will not be applied retrospectively. We will notify our customers of any upcoming changes in prices by putting up notices on our website and in the centre in advance. Customers will be notified by email.

#### **6. Freezing**

Access Passes cannot be frozen.

#### **7. Transfers**

Access Passes are non-transferable.

#### **8. Refunds**

Access Passes are non-refundable.

#### **9. Registration Renewal**

We will request that you renew your registration to the centre at least every three years. This is to ensure that you have received, read and understood our Conditions of Use and Rules and to keep your personal information up to date. There is no additional charge for renewal of registration to the centre. This does not affect the running of your Access Plan.

#### **10. Your Personal Information and How We Use It**

Your privacy is important to us at The Castle and we will only use your personal information to set-up and administer your membership, provide and improve the services you request from us and (if you agree) provide news/updates regarding events and services that may be of interest to you.

Your information will only be shared with other organisations if it is necessary to do so in order to provide the services requested, comply with a legal obligation to which we are subject, or where there is a vital interest in doing so (e.g. if you suffer a medical emergency while climbing here) or some other legitimate interest. We will not share your information for marketing purposes outside of the Castle.

For further information please see: <https://www.castle-climbing.co.uk/privacy-notice> or if you have any questions please email [dpo@castle-climbing.co.uk](mailto:dpo@castle-climbing.co.uk)