

Castle Climbing Centre Outdoor Boulders

Terms and Conditions

Issue 2.0 (March 2021)



These terms and conditions apply to all bouldering slots purchased from High Performance Sports Ltd (trading as The Castle Climbing Centre) via our website or directly from The Castle (phone or at Reception).

Participation Statement

The British Mountaineering Council recognises that climbing and mountaineering are activities with a danger of personal injury or death. Participants in these activities should be aware of and accept these risks and be responsible for their own actions and involvement.

Participants must confirm that they have no symptoms of COVID-19 and have not had close proximity contact with anyone who has in the last 14 days.

1. Personal Property

The Castle accepts no responsibility for any loss of or damage to personal property whether they are in lockers or not.

2. Cancellations by customer

Cancellation must be made **online by the customer up to 3 hours in advance** of the booked start time to receive a full refund.

No-shows and cancellations made less than 3 hours before will be charged the full amount.

***This must be done online**, emailing or messaging us on social media will not be accepted as proof of cancellation and you will still be charged.*

3. Cancellation by The Castle

In the event of adverse weather conditions, we reserve the right to cancel your pre-booked slots. If we have to cancel, we will inform you via email before your session.

Cancellations will be due to rain or high winds only. Chill or overcast weather will not be considered reason enough.

Cancellations will be at the Castle's discretion. If you choose not to attend a session you will not be refunded your cost and will be considered a no-show.

If you need to amend or change your booking, you may do so up to 3 hours in advance of your session start time.

Castle Climbing Centre Outdoor Boulders

Terms and Conditions

Issue 2.0 (March 2021)



4. Lateness policy

All participants are advised to arrive 15 minutes prior to pre-booked slot start time to allow time for check-in at Reception.

Participants who arrive after their pre-booked slot start time will not be permitted to extend the duration of their time slot. We will not offer a refund in this case.

5. Refunds

Refunds for online bookings may only be made to the original purchaser onto the card used to purchase the slot. If the card is no longer valid, refunds may be done by BACS transfer into the account of the purchaser. Refunds will not be done to a third party.

6. Non-attendance

Refunds or credits will not be given for non-attendance.

7. Payment Card information

High Performance Sports and all associate businesses (The Castle Climbing Centre, Shop and Café) comply with the Payment Card Industry Data Security Standard (PCI DSS) and only use third parties that are PCI DSS compliant. Online bookings are managed by a compliant third party and no card information is kept by The Castle. The Castle will not accept credit card information by email or fax. Merchant copies of credit card receipts are securely stored. Customer copies will be given to the customer. The security of customer card receipts is the responsibility of the customer.

8. Data Protection

We may collect information via our website or on forms at the centre. It is our legal duty under the Data Protection Act 1998 to keep your information secure and ensure that the data we hold is accurate, adequate, relevant and not excessive.

7.1 What information is collected

We may collect the following information:

- Name and contact information including address, email address and phone number
- Emergency contact information
- Relevant medical information

Castle Climbing Centre Outdoor Boulders

Terms and Conditions

Issue 2.0 (March 2021)



7.2 What the information is used for

We will only use your data in relation to the services and products you use or purchase from us. We may send you notification regarding changes that may affect our service to you. We will not pass your personal, identifiable information on to third parties though we may share non-identifiable, statistical data with third parties.

7.3 Your rights

The Data Protection Act 1998 grants you the right to access any data that we have about you. To gain access to this data a small fee may be required to cover our costs. To contact us about our privacy policy or to request information under the Data Protection Act, please contact us at admin@castleclimbing.co.uk.

7.4 Data Security

All information is stored securely on restricted access servers. The Castle has an Information Security Policy and staff are trained to handle personal information securely.

9. About these terms

We may modify this policy and any terms that apply to a service provided by HPS to reflect changes to the law or changes to our services. The applicable terms and conditions will always be available on our website. If you do not agree to the modified terms for a service you should contact us to discontinue your use of that service.