

Castle Climbing Centre Coaching Terms and Conditions

Issue 3.0 (May 2019)



These terms and conditions apply to all coaching products purchased from High Performance Sports Ltd (trading as The Castle Climbing Centre) via our website or directly from The Castle (phone or at Reception). For group bookings and private events please see Group Bookings Terms and Conditions.

1. Participation Statement

All climbing activities have a risk of serious injury or death. Participants must recognise that even if they follow all good practice there may still be the risk of accident and injury. It is the responsibility of the participant to adhere to the conditions of use. As with all sporting activities, injuries are possible in climbing and might be sustained despite the safety systems in place.

2. Personal Property

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

3. Coaching

Coaching products at The Castle are designed to facilitate improvements in physical and mental aspects of climbing performance. They are not designed to impart knowledge regarding technical skills such as belaying, rigging, rope management, jumaring etc. and cannot be used as substitute to undertaking tuition with a qualified instructor to learn such skills.

4. Discount Structure

All blocks must to be used within 3 months of purchase, and sessions must be scheduled at least once every 2 weeks (if the participant is climbing regularly in their own time as well) or once a week (if they do not climb regularly).

In purchasing an initial assessment and block of 2 follow-up sessions (£240 in total), you are entitled to book further coaching sessions at a rate of £40 per hour. This entitlement is dependent upon booking at least one follow-up session within 1 calendar month of your latest session. Failure to book a follow-up session in this timeframe will result in you having to purchase an assessment and block of 3 follow-up sessions to access the discount structure again.

Should you be unable book a follow-up session within this timeframe due to injury/illness and you give us reasonable notice of this fact then you may remain entitled to access this discounted price once you have recovered.

5. Cancellations by customer

If you contact us at least 72 hours before the start of your *initial* coaching session, we can issue you a full refund. Our preferred method of contact is by email (coaching@castle-climbing.co.uk) as our phone lines can get very busy.

As some coaching products (i.e. 'follow-up sessions') have a structured discount incorporated into their pricing, if you wish to cancel after the start of your initial coaching session you may only receive a partial refund.

6. Cancellation by The Castle

Occasionally The Castle may need to cancel a coaching session. In this case we will contact you 24 hours before the session and offer another date & time for the session. If this is not possible or if this is not acceptable, you are entitled to a full refund for the session.



7. Alterations & Transfers

If you would like to alter the time or date of a coaching session please email both the coach and coaching@castle-climbing.co.uk at least 72 hours before the start of the session and we will make alterations subject to availability. Failure to provide appropriate notice as outlined above may result in alterations not being possible and loss of payment provided for that session.

Coaching bookings are non-transferable – they cannot be passed to someone else in the case where you are unable to attend.

8. Refunds

Refunds for phone/online bookings may only be made to the original purchaser onto the card used to purchase the coaching. 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.

9. Declaration of medical conditions

It is the responsibility of the customer to make The Castle and coach aware of any medical or other conditions that could affect participation in coaching sessions, in particular conditions that could affect the safety of yourself, other users of the centre or your coach. We will make reasonable effort to accommodate all customers, but we reserve the right to refuse coaching at a particular time if we believe that your condition could be detrimental to yourself or others. In this case we will suggest an alternative date/time or session type, or in the case of long-term injury a refund for any outstanding sessions.

10. Removal from a coaching session

We reserve the right to remove any customers from a coaching session if we believe that their participation is detrimental to the other users of the centre and/or the coach. If this is due to a disability (physical or otherwise) that has been declared (see section 5) we will offer a refund or an alternative such as private tuition. Other reasons could include, but is not limited to: intoxication, abusive behaviour or refusal to follow safety instruction. We will not offer a refund in this case.

11. Coaching for under 16s

We offer coaching for children aged 5 and above. All children must have parental consent to climb at The Castle. It is the responsibility of the course purchaser to ensure that they have obtained the necessary consent. If a child arrives for a course without the consent form, The Castle reserves the right to turn them away without refund. Parental consent forms are available on our website or by emailing us at info@castle-climbing.co.uk.

12. 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.



13. 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.

12.1 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

12.2 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.

12.3 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@castle-climbing.co.uk.

12.4 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.

14. About these terms

We may modify this policy and any terms that apply to a service provided by High Performance Sports Ltd. 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.