

**Castle Climbing Centre General Climbing
Terms and Conditions**
Issue 2.0 (December 2020)



These terms and conditions apply to all climbing 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

All climbing and bouldering activities have a risk of serious injury or death. Participants must be aware of and accept 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.

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

You can cancel your climbing slot with at least 24 hours notice. You can do this online by logging into your account on the website. If you have not set up an account you can create an account on the booking page.

We cannot move your booking. Please cancel, as above, you will be refunded and you can book another slot.

If you choose not to attend and do not inform us, you will not be refunded your cost and will be considered a no-show.

If you have any problems cancelling your climbing slot our preferred method of contact is by email (cancellations@castle-climbing.co.uk) as our phone lines can get very busy.

Please provide following information:

- Names of all participants on the booking
- 5 digits reservation number from your booking receipt
- Booking email address

3. Cancellation by The Castle

In the unlikely event that the Castle will need to cancel your pre-booked climbing slot, we will endeavour to inform you via email or phone call and issue you a full refund.

Lateness policy

All participants are advised to arrive 20 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.

4. 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 If the card is no longer valid, refunds may be done by BACS transfer into the account of the purchaser.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.



5. Non-attendance

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

6. 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.

7. Data Privacy

Your Personal Information & How We Use It – Your privacy is important to us at The Castle and we will only use your personal information to set-up & administer your membership, provide & improve the services you request from us and (if you agree) provide news/updates regarding events and service 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.

Our full privacy notice is available [here](#), we also keep paper copies by Reception. If you have any questions please email dpo@castle-climbing.co.uk

8. 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.