



Registration and Payment Plan Terms and Conditions *Issue 11 (August 2020)*

These terms and conditions cover Registration, Access Passes, Punch Cards and Annual Plans with The Castle Climbing Centre (The Castle).

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 will have a unique Registration Number to identify them and have a photo on the database.

Access Pass - Registered Members may additionally purchase a monthly rolling Access Pass rather than pay per visit.

Annual Plan – Annual Plans are no longer available to purchase. Current Annual Plan holders may continue to use their Annual Plan for the remaining duration of the plan. Terms of use and centre access times and charges are now equal to that of the Access Pass.

Pre-Paid visits – Registered members may purchase pre-paid visits known as ‘Punch Cards’ (formerly known as ‘Bulk Buys’).

2. General

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.

3. Revocation of Registration and Access Passes, Punch cards and Annual 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. In the case of revocation, any active Access Passes will be cancelled and refunded as per our Refunds Policy (see below).

4. Price changes

The Castle may change registration, entry Punch Card and Access Pass 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.

5. Freezing

Customers holding an Annual plan, Punch Card or Access Pass may not freeze their plan. Freezes for extenuating circumstances may be given at the Membership Services Managers discretion. Customers must contact memberships@castle-climbing.co.uk.

6. Pre-Paid Visits

Pre-paid visits (Punch cards) are valid for two years from the initial purchase date. They may not be frozen. In date, unused visits may be transferred to another user (see below). The original date of validity will still stand.

7. Access Pass

The Castle Access Pass runs on a monthly rolling basis. Payments are taken by e-billing on the 1st of the month (or the next working day of the 1st falls on a weekend. Customers wishing to cancel their Access Pass for any reason, including holidays, must email info@castle-climbing.co.uk or via 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.



8. Transfers

Payment plans and pre-paid visits are transferrable to another registered user of the centre. When plans or visits are transferred the original start date is used to determine the validity of the plan and the amount left on the plan. Frozen time periods will not be transferred. The transfer can only be made to a registered user and the user should be made aware of these terms and conditions. The party making the transfer should contact The Castle (memberships@castle-climbing.co.uk) with the details of the recipient so that we may update their details. Refunds of transferred plans or visits may only be made to the original purchaser.

9. Refunds

You may request a refund on your Annual Plan or Punch Card by emailing the Membership Services Manager at memberships@castle-climbing.co.uk. Annual Plans will be refund on a pro-rated basis to end of the last month you attended (a month = the 30/31 day period starting from the date the payment plan was purchased).

Example:

Annual purchased 12th Jan 2020

Last Climbed 20th Aug 2020

Refund made from 12th Sep to 11th Jan 2021

- Refunds will only be made onto the original card used to purchase the membership or by BACS transfer into your bank account. Refunds will not be made to third parties, even in the case of membership being transferred.
- Refunds are calculated using the original start date of the payment plan (i.e. frozen time is not refunded).
- Refunds are only available if the Annual Plan or Punch Card has not expired.
- Pre-paid visits will be refunded by subtracting the cost of standard visits used at the current price (regardless of price increases since the purchase date).
- In special circumstances we will accommodate a request to back date a refund, for example, in case of injury. In this situation you will be required to provide a doctor's note.
- Access Passes are non-refundable.

10. 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.

11. 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



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