

Vouchers Terms and Conditions

Issue 1.2 (May 2013)



These terms and conditions apply to Castle Vouchers purchased either through our website or directly with The Castle (by phone, email or in person).

1. Validity

Vouchers are valid for one year from purchase date. Vouchers may be used to purchase products and services from The Castle Climbing Centre and The Castle Shop. They may be redeemed using our online booking system or in person.

2. Gifts / Transfers

Vouchers may be purchased as a gift for someone else at the time of purchase. The purchaser should have the name and email address of the recipient so that the voucher may be delivered to the recipient.

Vouchers may be transferred to a third party at any time. Please email us at info@castle-climbing.co.uk with the recipient's name and email address. Note that the original purchase date and validity of the voucher stand.

3. Delivery

Castle vouchers are generally purchased online and delivered by email, but we will provide hard copies of the voucher on request. Please note that The Castle accepts no responsibility for safe delivery of the vouchers or for arrival of the voucher by a certain date.

4. Refunds

All vouchers, including gift vouchers, may only be refunded onto the card used to purchase the voucher originally. Refunds may not be made to third parties. An administration fee of £5.00 will be charged on all voucher refunds.

5. 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.

6. 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.

6.1 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

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6.2 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.

6.3 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.

6.4 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.

7. 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.