



Monthly E-billing membership Terms and Conditions

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.

Payment Plans (Plans) - Registered Members may additionally purchase a membership payment plan rather than pay per visit.

E-billing – monthly recurring billing from an authorised credit or debit card. This is not a Direct Debit and does not carry the same guarantees. This must be set up at reception and cannot be set up over the phone or online.

2. General – E-billing

You may only purchase one Payment Plan at a time and you may only have one active Registration at any one time.

E-billing plans authorise The Castle to take a single recurring payment from a supplied credit/debit card once per calendar month.

The card holder needs to be present to set up the E-billing payment plan but the cardholder can be someone other than the member for whom the payment plan is purchased.

The agreement can be terminated by email at least 7 days prior to the billing date or the payment may still be taken. Please email info@castle-climbing.co.uk or via the My Memberships page on the website for cancellations.

Changes in account information or card details need to be notified to The Castle Climbing Centre at least 7 days prior to the billing date. Please ensure unwanted payment plans are cancelled as expired debit & credit cards are subject to automatic renewal.

The billing date is the 7th of the month. If the billing dates fall on a weekend or holiday the payments may be executed on the next business day.

If the payment is declined - new payment details need to be given within 5 working days or the membership may be terminated. Any declined payments will still be outstanding and may be added to the member's account for processing at the next billing date.



3. Revocation of Registration and Payment 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 Payment Plan will be cancelled and refunded as per our Refunds Policy (see below).

4. Price changes

The Castle may change registration, entry and payment plan 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. E-billing customers will be notified by email.

5. Freezing

E-billing plans cannot be frozen.

6. Transfers

E-billing plans are non-transferable.

7. Refunds

E-billing plans are non-refundable.

8. 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.

9. Privacy Policy

High Performance Sports Ltd (trading as The Castle Climbing Centre) is committed to protecting your privacy on our website and in any communication with our staff. This policy will explain how we may use the personal information collected when you use our website, register to climb at the centre or make a purchase with us.

a) Using your data

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 reserve the right to share non-identifiable, statistical data with third parties.



b) Storing your data

All electronic data is kept on secure servers with only authorised personnel having access. Paper copies are kept on site in locked archive areas. Payment details are handled by a third party payment portal; Stripe and are not kept on site.

c) Additional collection and use of data

This policy covers the collection and use of data for registration and membership information. In addition, the Castle may collect and use data by other means such as surveys or registration forms. All data is collected and managed in accordance with the Data Protection Act 1998 and The Castle's Information Security Policy, a copy of which can be obtained on request.

10. 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.

The E-billing payment plan uses a third party payment portal; Stripe, a certified PCI provider to store card details and take payments. Your payment details are not stored anywhere within The Castle Climbing Centre or on The Castle Servers.