



Issue 4 / May 2018

# **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](mailto: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 7<sup>th</sup> 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. 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 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](mailto:dpo@castle-climbing.co.uk)