



Registration and Payment Plans Terms and Conditions *Issue 9 (May 2018)*

These terms and conditions cover Registration and Payment 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.

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

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

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.

5. Freezing

Customers purchasing Quarterly, Six Monthly and Annual plans may freeze their plan if they are going away, injured or for any other reason. Plans may only be frozen a maximum of three times per calendar year. Freezes must be for a minimum of 1 month and a maximum of 4 months.

Payment plans cannot be frozen before the one month minimum active period has past. In case of injury that prevents climbing during the first month, a doctor’s note is required. In the case of an injury where the Duty Manager has attended you can request to freeze your plan if the injury looks to be long term. If it transpires that the injury is not serious, please contact the Memberships Manager by email to memberships@castle-climbing.co.uk to request a reactivation of your payment plan.

To freeze your plan you must email freezemembership@castle-climbing.co.uk with your membership details (name and registration number or date of birth) and the date that you would like the freeze to start. Please do this after your last visit to the Castle and be aware that you cannot start your freeze on the same day as your last climb and freeze requests cannot be backdated.

You will receive an email confirming that the plan has been frozen. If you do not receive this email please contact Reception on 020 8211 7000 or email info@castle-climbing.co.uk.



Your plan will be unfrozen when you next visit the centre unless you specifically request with reception that the plan remain frozen. In this case you will need to pay for your visit at standard entry fees. If your plan is still frozen after the 4 month maximum freeze limit it will be automatically unfrozen or terminated. You may freeze the plan again once another minimum 1 month active period has passed.

Refunds on frozen plans will be dealt with as per the refund policy (see below) with the original start date of the plan used as the basis of the refund.

For example, if you purchase an annual plan in January, freeze it in February for 4 months and request a refund in May, the refund will use January as the start date (5 months used) even though there are 11 months remaining as active. Note that these active months may be transferred to another user, please email memberships@castle-climbing.co.uk for this.

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. 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.

8. Refunds

You may request a refund on your payment plan by emailing the Memberships Manager at memberships@castle-climbing.co.uk. When working out refunds our general principle is that we will work out the best payment plan you could have had for the time you used. This is shown in the following table:

| What you have used | Monthly/e-billing | Quarterly | Six monthly | Annual |
|--------------------|-------------------|---------------------|-------------------------------------|------------------------------------|
| 1 months | | Quarterly - monthly | Six monthly - monthly | Annual - monthly |
| 2 months | | | Six monthly – 2x monthly | Annual – 2 x monthly |
| 3 months | | | Six monthly - quarterly | Annual - Quarterly |
| 4 months | | | Six monthly – Quarterly and monthly | Annual – Quarterly and a monthly |
| 5 months | | | | Annual – six monthly |
| 6 months | | | | Annual – six monthly |
| 7 months | | | | Annual – Six monthly and a monthly |



| | | | | |
|-----------|--|--|--|---------------------------------------|
| 8 months | | | | Annual - six monthly and 2 monthly's) |
| 9 months | | | | Annual - six monthly and a quarterly) |
| 10 months | | | | |
| 11 months | | | | |
| 12 months | | | | |

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 Payment Plan or Bulk Buy 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.

9. 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.

10. 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