

# MEMBERSHIP TERMS AND CONDITIONS

*appropriate experience/supervision. Some items may require a deposit prior to collection.*

## 1 General Terms

**Membership** also known as **Annual** or **Monthly Membership** entitle the assigned register climber(s) to unlimited access to all Big Rock Climbing centres for the duration of the pass (subject to the current conditions of use and rules).

These terms and conditions are occasionally updated. By purchasing a payment plan, you are agreeing to these terms and all future amendments and additions. The latest version is always available at reception.

**Payment Plan** refers to a prepaid climbing pass for an individual or family. Registered climbers may only have one active payment plan at any one time.

Big Rock Climbing reserves the right to refuse membership to an individual without cause.

Big Rock Climbing may withdraw the use of part or all of the centre for any purpose as considered necessary by the management.

## 2 Benefits

Membership holders will have access to the following additional benefits:

- 1 free guest pass per month (per active payment plan).
- Up to 10% saving on the RRP for items in the Big Rock shop.
- Early booking access for events (newsletter sign-up required).
- Ability to freeze your pass (restrictions apply, see below).

Big Rock Climbing reserves the right to amend membership benefits at any time without notice.

## 3 Revocation of Registration and Payment Plans

Big Rock Climbing reserves the right to revoke an individual's registration and payment plan at any time should they refuse to comply with the conditions of use and rules for the centre. In the event of revocation, any active and current payment plan will be cancelled and refunded in accordance with our refund policy below.

## 4 Price Changes

Big Rock Climbing reserves the right to alter registration, entry and payment plan fees at any time. Notification will be made in advance through signage in the centres and online through our website. In addition, communication will be made via email where individuals have provided consent.

## 5 Freezing

Memberships may be frozen, twice per year, for durations of a minimum of 1 month and maximum 6 months at no extra cost.

Monthly memberships can be frozen from the next billing date, any unused time between notification and the billing date will be forfeited.

Annual memberships may be frozen from either the day requested, or the first day of a subsequent month. Any unused time between the last visit and requested freeze date will be forfeited. Where a freeze request is received on a day when a visit has been recorded, the freeze shall begin the following day.

Freeze requests cannot be backdated.

Additional freezes will incur a fee of £5, billed in the first billing cycle of the additional freeze period.

Where the minimum freeze term has passed, plans will be unfrozen on the next visit to the centre, unless you specifically request your plan to remain frozen. In this scenario, you will be charged the standard entry fee.

After the maximum freeze period of 6 months, the membership will automatically be unfrozen. Passes can only be refrozen once the pass has been active for a calendar month.

Refunds on frozen memberships will be dealt with in accordance with the refund policy (below).

Freeze requests should be submitted through the web page: <http://www.bigrockclimbing.com/manage-membership> or through the digital form available at reception.

Big Rock Climbing reserves the right to not accept freeze requests.

Big Rock Climbing reserves the right to freeze a pass at any time due to forced or necessary closure, and to restart the pass from the day of reopening following said closure. Where a pass is frozen due to reasons beyond our control of the customer or Big Rock Climbing, we reserve the right to carry forward any unused credit for subsequent use against future dues payments.

## 6 Membership Add-ons

Membership Add-ons are available to **Monthly Members** only and apply only to the members identified at sign-up.

**Rental Equipment Add-on** includes rental shoes, centre (non-padded) harness and a belay/carabiner set. *Rental items are subject to availability and*

## 7 Transfers and Alterations

Alterations can be made to current active Monthly memberships and will be actioned on the next billing cycle following. *Pro rata* amounts can be paid to cover the intervening time, should activation be requested sooner.

Annual memberships are transferrable to another registered user of the centre. When memberships are transferred, the original start date will be used to determine the validity of the plan and the amount remaining. Frozen time periods will not be transferred.

[for example: where an annual plan was purchased in January, frozen in February and cancelled after the 4 month freeze limit in May. The transfer will be for 7 months (5 months used).]

All requests for alterations should be made by completing the form on our online membership page, including the details of both themselves and those who will be covered by the membership. Access to the relevant form is also available at reception.

## 8 Cancellations

Monthly memberships have no minimum terms and can be cancelled at any time. No refunds will be issued for any unused days of a month.

Cancellation requests should be made through the webpage: <http://www.bigrockclimbing.com/manage-membership> or by completing the digital form, available at reception, by the end of the month to take effect at the next billing cycle.

Where a membership has been cancelled, a new membership can be initiated in line with the current offer. All set up charges will be payable.

## 9 Cooling Off Period and Refunds

Memberships can be cancelled within 14 days of purchase for a full refund. Where the pass has been used within that time, the cost of full entry rates for those visits will be deducted from the refund.

After the initial 14-day cooling-off period, annual memberships may be refunded, or credit transferred to gift vouchers for use in the centre. When calculating the amount to refund, we will use the best, currently available, prepaid climbing pass for the duration used; with the original start date of the membership used as the basis for the refund.

All refund requests should be submitted through the webpage: <http://www.bigrockclimbing.com/manage-membership> or through the digital form available at reception.

## 10 Payment Schedule for Billed Monthly Payment Plans

Passes can be started at any time during the month through the payment of the setup fee and prorated dues for the remainder of the month.

All subsequent payments will be collected on the 1st of the month. If the billing date falls on a weekend or bank holiday, the payments will be executed the next business day.

## 11 Declined Payments

Occasionally, card details may expire or there may be insufficient funds available to cover monthly dues. In such a situation, you will be notified by email of any declined payments. A second attempt to collect outstanding amounts will be made within a week. Should the second billing be unsuccessful, the pass will be frozen and remain so until all amounts owed have been cleared. Card details can be updated at any time through the [online membership section](#) on the website or through the Rock Gym Pro App.

Customers with a history of failed payments may be excluded from Billed Monthly Payment Plans.

## 12 Your personal information and how we use it

Big Rock Climbing Ltd. (registered company number 7015323) is committed to protecting confidential information. We will only use your personal information to set up and administer your registration and payment plan and provide services you request from us.

Your information will only be shared with third parties where necessary to provide the services requested, comply with our legal obligation, where there is a vital interest or there is a legitimate interest in doing so. Full details can be found in our Privacy Notice <https://www.bigrockclimbing.com/privacy-notice/>.

Card details are held securely by our online card processor Stripe and are not accessible to Big Rock Climbing or our staff.