

# PAYMENT PLAN TERMS AND CONDITIONS

These terms and conditions cover payment plans with Big Rock Climbing Ltd. covering the sites Big Rock Hub & Big Rock Bond.

## 1 Definitions

**Registered Climber** - All non-instructed climbers (those not participating in a course or sessions) must complete a registration form (Novice, Bouldering only or Full registration) and have read, understood and accepted our conditions of use and rules for Climbing Activities. Registered Climbers have a unique registration number together with a photo on the database for identification purposes.

**Payment Plans** - Registered climbers may purchase one of the following three options which entitle the holder to unlimited or reduced entrance costs; together with a discount of 10% on the majority of full price items in the Big Rock Shop.

- **Punch Card** - Registered climbers may purchase pre-paid visits, known as '**10 Entry Passes**'. Punch card entries are valid for 24 months from the date of purchase.
- **Month / Multi-month Pass** - Registered climbers may purchase a membership payment plan for 1, 3, or 12 months which affords the holder unlimited climbing at Big Rock Climbing sites for that duration.
- **Direct Debit Payment Plan** - Registered climbers may pay monthly via a Direct Debit for unlimited climbing at Big Rock Climbing sites.

## 2 General

Registered climbers may only purchase one payment plan at a time and you may only have one active registration at any one time.

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.

## 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. All changes will be applied retrospectively. 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

### 5.1 Multi-month Passes.

Customers who have purchased 3 or 12 month passes may freeze their plan if they are going away, injured or for any other reason providing the following applies:

- Freezes must be for a minimum of 1 month and a maximum of 4 months.
- Plans can only be frozen after being active for a full 1 month.
- Where injury occurs within a Big Rock Centre and is attended by a Duty Manager you can request to freeze your plan immediately.
- In the case of injury preventing climbing during the first month we may ask for a doctor's note as proof of absence.
- To freeze a plan please email your request to [memberships@bigrockclimbing.co.uk](mailto:memberships@bigrockclimbing.co.uk) with your Name, Date of Birth or registration number and the date you would like the freeze to start and end. Please be aware this cannot be on the same day as your last visit.
- Freeze requests cannot be backdated.

Where a plan is still frozen after the 4 month maximum freeze limit it will automatically be unfrozen or terminated. Plans may be frozen again once another 1 month active period has passed.

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

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.

### 5.2 Direct Debit Payment Plans

Direct Debit Payment Plans cannot be frozen. Climbers wishing to stop their mandates should refer to the Cancellation Policy below.

## 6 Transfers and Alterations

---

Payment plans are transferrable to another user of the centre. When payment plans 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 a 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).]*

Transfers of Punch Card visits from a Children/Concession account to an adult will incur a debit of one visit. [i.e. if 6 passes are remaining, 5 will be transferred].

All requests for transfers should be made in writing, by the party wishing to transfer credit, to [memberships@bigrockclimbing.co.uk](mailto:memberships@bigrockclimbing.co.uk) with the details of both themselves and the intended recipient(s).

Alterations can be made to current active Direct Debit mandates and will be actioned on the billing cycle following a period of 20 days. *Pro rata* amounts can be paid to cover the intervening time should activation be requested sooner.

All requests for alterations should be made in writing, by the bank account holder, to [memberships@bigrockclimbing.co.uk](mailto:memberships@bigrockclimbing.co.uk) with the details of both themselves and the those who will be covered by the direct debit.

## 7 Cancellations

---

Direct Debit payment plans have no minimum terms and can be cancelled at any time. Please ensure you notify your bank and inform us in writing to [memberships@bigrockclimbing.co.uk](mailto:memberships@bigrockclimbing.co.uk). Failure to notify us 20 days prior to the billing date may result in the payment still being taken where the mandate has not been cancelled with your bank directly.

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

## 8 Refunds

---

Single month and Punch Card entries are non-refundable. You may request transfer of remaining credit to gift vouchers for use in the centre. When calculating the amount to transfer we will use the best payment plan for the time/passes used.

Multi-month Passes 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 payment plan for the

time used; with the original start date of the plan used as the basis for the refund.

All refund requests should be made in writing to [memberships@bigrockclimbing.co.uk](mailto:memberships@bigrockclimbing.co.uk).

## 9 Payment schedule for Direct Debit Payment Plans

---

Direct Debits can be started at any time during the month through the payment of the setup fee and prorated dues. Where a request is made after the 15th of the month the initial payment will include the whole of the subsequent month as well as a *pro rata* amount for the remainder of the month.

All subsequent payments will be collected on the 5th of the month. If the billing date falls on a weekend or holiday the payments will be executed the next business day.

**Declined Payments** - Any declined payments will be outstanding. Alternative payment will be expected within 7 days of notification or the membership may be terminated. Two or more declined payments may result in the mandate being cancelled.

## 10 Registration Renewal

---

In line with The Association of British Climbing Walls guidelines we will request you to renew your registration to the centre at least every 3 years. This is to ensure that your personal information is up to date and you have read and understood the conditions of use and rules.

## 11 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/>.