

# PREPAID PASS TERMS AND CONDITIONS

## 1 General Terms

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**Prepaid Month Passes** 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).

**Prepaid Entry Passes** also known as **Punch Cards** or **5/10 Entry Passes** entitle the assigned registered climber(s) to a predefined number of entries to all Big Rock Climbing centres for the 12 months from date of purchase (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.

## 2 Benefits

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Prepaid Month Pass holders benefit from a 10% saving on the RRP for items in the Big Rock shop.

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

## 3 Revocation of Registration and Payment Plans

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Big Rock Climbing reserves the right to revoke an individual's registration and prepaid passes 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 passes will be cancelled and refunded in accordance with our refund policy below.

## 4 Freezing

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Single month unlimited climbing passes may not be frozen.

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 extend the duration of the pass by the duration of the closure.

## 5 Transfers and Alterations

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Passes are transferable to another registered user of the centre. When month passes are transferred, the original start date will be used to determine the validity of the plan and the amount remaining. Transfers of a month pass from an Under 18/Concession to a pass of greater value will incur a charge of the difference in value.

Punch cards are transferable to another registered climber of Big Rock Climbing. Transfers of Punch Card visits from an Under 18/Concession to those of a greater value will incur a debit of one visit. [i.e. if 6 passes are remaining, 5 will be transferred].

Alteration requests should be submitted through the webpage: <http://www.bigrockclimbing.com/manage-membership>

## 6 Cooling Off Period and Refunds

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Passes 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, Single month passes are non-refundable.

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

## 7 Your personal information and how we use it

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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/>.

Online card payments are processed securely by our online card processor Stripe and card details are not accessible to Big Rock Climbing or our staff.