

GIFT CARD

- Gift Cards will expire 18 months from purchase date.
- The minimum value needed to activate a Gift Card is £10.
- Gift cards cannot be purchased in conjunction with any other discounts, such as membership discounts.
- No refunds for the purchase of the Gift Card will be given.
- To purchase a gift card we will need to collect basic personal information. This will be stored securely, inline with our privacy policy.
- Highball accepts no responsibility for loss of Gift Cards sent through Royal Mail.
- Gift Cards can be used for all products and services eg. Climbing sessions, courses, memberships*, multipasses, Highball shop, and cafe. *Excluding recurring membership payments (EFT).
- When products are purchased using a Gift Card, no change will be given in cash but any value left on a Gift Card will remain and can be used in full or part payment for future purchases. Where a Gift Card holder wishes to use a Gift Card to buy products with a value higher than the value on the Gift Card, they will be required to pay the difference in value.
- Refunded products or services that were purchased with a Gift Card, will be given as credit onto your Capitan account in accordance to the original expiry date.
- All exchanges and refunds for services and merchandise will be in accordance with Highball's relevant Terms and Conditions.
- The value on a Gift Card cannot be topped up, exchanged for cash or refunded.
- Faulty Gift Cards will be replaced for free. Damaged or lost Gift Cards cannot be replaced, but we can email the gift card code to the original purchaser.
- Highball reserves the right to amend these Terms and Conditions without prior notice.

VOUCHER

- Vouchers will expire 1 month from the date received or selected.
- Vouchers with no expiry and/or no name are not valid.
- Vouchers can only be used by and for the name stated upon it.
- Vouchers have no value and are ineligible for refunds.
- Vouchers cannot be swapped or used against a different product or service.
- When using a voucher to redeem services or products with a value higher than that stated on the voucher, you will be required to pay the difference.(e.g. additional participants where eligible.)
- Highball reserves the right to amend these Terms and Conditions without prior notice.