

1. General Terms

- This membership gives you continued access to Junior Coaching Club sessions.
- Memberships are pre-payment products *i.e. you pay in advance.*
- Memberships are non-refundable and cannot be transferred.
- Memberships have no contract; you can cancel at any time, but no refunds will be given where payment has already been made.
- Highball Ltd reserves the right to close the centre for up to 14 'planned' days each calendar year (including Christmas and New year) for Maintenance, Refurbishment, Competitions, Corporate Bookings, Events etc.. (This list is not exhaustive).
- Highball Climbing Centre reserves the right to cancel a membership at any time if the user does not adhere to the centre conditions of use, rules of the use or the terms of this agreement. No refunds will be given.

2. E-Billing Membership (Pay Monthly)

- Your membership begins on the 1st of the month following your first payment and continues indefinitely until terminated.
- Notifications of termination must be done via email to: coachingteam@highballnorwich.co.uk, Please give 1 month's notice if you wish to cancel.
- Highball Climbing Centre will charge your debit/credit card on your chosen payment date each month.
- Highball Climbing Centre reserves the right to increase monthly membership subscriptions at their discretion with a 60 day written notice.
- Monthly subscriptions will continue to be taken during school holidays regardless of session availability, as our monthly fee has been averaged out over a 12 month period.

3. Junior Clubs

- Highball Climbing Centre will run a **minimum** of 40 sessions per group per year.
- No sessions will run during the Easter and Christmas school holidays, or through the month of August. We may also need to close the centre at other times of the year.
- No refunds or credit will be offered for any missed sessions.
- Places are guaranteed whilst your membership is active and up to date.
- Reapplying for membership after a cancellation will result in being put on the waiting list.
- This membership cannot be frozen (put on hold).
- All shoe and equipment hire is included.
- Junior club membership is available to those aged 8 - 17.
- This membership is for coached sessions only and does not include entry to open climbing sessions.