

1. Definitions

- **Registered Climber** - An individual who has read the Terms and Conditions of Use, completed an Acknowledgement of Risk form, provided contact information and has photo identification.
- **Member** - An individual who has bought a membership, prepaid or recurring.
- **Recurring Membership** - An authorised monthly recurring payment from a debit or credit card.
- **Prepaid Membership** - Prepaid entry for a set term e.g. one year.
- **Multipass** - A discounted bundle of single entries.

2. General Terms

- A membership gives you access to climbing every day during normal trading hours.
- All memberships and multipasses are pre-payment products i.e. you pay in advance.
- All memberships and multipasses are not refundable and cannot be transferred.
- 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 or multipass 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.
- Climbing Sessions need to be booked in advance and may be time limited.
- Customers can book a maximum of one climbing session per day during peak times, evenings and weekends.
- If you cannot attend your session you must cancel the booking via your Capitan account, at least 1 hour prior to its start time to avoid a 'no show fee'.
- If you do not attend a booked session you will be charged accordingly, please see specific sections below for details.

3. Recurring Membership (Pay Monthly)

- This membership begins on your selected date upon purchase and continues indefinitely until terminated.
- Highball Climbing Centre will charge your debit/credit card on the selected date of your membership each month. (eg. selected date: 5th of January, next billing date: 5th of February).
- If a payment can not be collected on your billing date, e.g. due to no funds, there will be no further automatic attempts to collect the amount due. You will not be able to climb until you have paid the outstanding amount via your Capitan account by going to 'Memberships and Passes' in the drop down menu.
- You can cancel your membership at any time via your Capitan account, no refunds will be given where payment has already been made.
- When a membership is cancelled your card details will remain on your Capitan account for future purchases. You can remove this information at any time via your account by going to 'Billing History & Payment Methods' in the drop down menu.
- To receive family membership discounts all members must be living at the same address. Proof of residency may be asked for.
- Highball Climbing Centre reserves the right to increase monthly membership dues at their discretion with a 30 day written notice.
- Highball Climbing Centre will automatically update your monthly membership dues when your status changes. (ie. Age, provided student dates have expired or if family discounts no longer apply.) We will notify you of this change via the email address provided.

- If you do not attend your booked session, a £5 'no show' fee will need to be paid upon entry of your next visit.

4. Prepaid Memberships (Annual Pass)

- Your membership begins on the date of purchase and is valid for 1 year.
- You can freeze your membership at any time by contacting us via email to: hello@highballnorwich.co.uk. Please allow 48 hours to action your request.
- A £10 freeze fee will need to be paid to thaw your membership, by speaking to a member of the team at reception upon your return.
- If you do not attend your booked session, a £5 'no show' fee will need to be paid upon entry of your next visit.

5. Multipasses

- Multipasses are not a membership and do not include membership benefits.
- Multipasses are valid for 6 months from the date of purchase unless otherwise advertised e.g. a special offer.
- Multipasses can be shared between family members or partners if they are living at the same address and have the same entry value. (i.e a concession cannot share their package with an adult.)
- Multipasses are non-refundable and cannot be transferred or frozen (put on hold).
- If you do not attend your booked session, we will still deduct a session from your multipass as a 'no show' fee.
- If you bought a multipass before the 17th of March 2020 and have not returned to Highball since Lockdown 1, we have frozen your passes until you are ready to return. When you return to climbing we will reactivate your punches and give you a further 6 months to use them.