

TERMS & CONDITIONS**MEMBERSHIPS & MULTIPASSES****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, except where required by law, 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 Ltd 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.
- Membership and multi passes purchased online have a 14 day cooling off period. If you use your membership or multipass during the 14 day cooling off period, we will deduct the current cost of a single day pass for each visit. E.g If a day pass is £15 and you visit two times before cancelling, we will deduct £30 from the amount to be refunded.

3) Recurring Memberships (Pay Monthly)

- These memberships begin on your selected start date upon purchase and continue indefinitely until terminated.
- Highball Ltd 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.
- 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.
- Highball Ltd reserves the right to increase monthly membership dues at their discretion with a 30 day written notice.

3.1) Flexi (Rolling 1 Month Contract)

- You can cancel your membership at any time via your Capitan account, no refunds will be given where payment has already been made.
- Highball Ltd will automatically update your monthly membership dues when your status changes. (ie. Age or provided student dates have expired.)
- This membership cannot be frozen.

3.2) Contract (Minimum 12 Months)

- This membership has a minimum fixed term of 12 months.
- It cannot be cancelled unless a) Highball has changed the membership price during your minimum term. b) your circumstances have changed which makes the membership unaffordable or unusable i.e. long term injury/ illness, relocation, or redundancy. Where this is the case you will need to contact us and provide evidence where necessary.

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- If you decide to cancel your membership during the minimum term for other reasons, the remaining payments will normally come due, or you can choose to continue making the minimum number of payments (12).
- After the minimum term, the pay monthly membership will automatically continue to roll over indefinitely until cancelled.
- After the minimum term, you can cancel via your Capitan account at any point, no refunds will be given where payment has already been made.
- Highball Ltd will automatically update your monthly membership dues when your status changes. (ie. Age or provided student dates have expired.)
- You can freeze your membership via your Capitan account, this freeze will take effect on your next billing date for a monthly fee of £5 instead of your usual dues. Frozen months do not count towards your 12 month minimum term.
- You can thaw your membership at any point by speaking to a member of the crew, upon which your standard monthly dues will resume and your billing date will change to reflect this new date.

3.3) Family Pay Monthly Membership (Flexi)

- To receive family membership discounts all members must be living at the same address. Proof of residency may be asked for.
- You can cancel your membership at any time via your Capitan account, no refunds will be given where payment has already been made.
- Highball Ltd. will automatically update your monthly membership dues when your status changes. (ie. Age or if family discounts no longer apply.)

4) Prepaid Memberships (Annual Pass)

- Your membership begins on the date of purchase and is valid for 1 year.
- You can freeze your membership for £10 up to 2 times throughout the year, by speaking to a member of the crew.
- Each freeze has a maximum duration of 2 months, upon which your membership will automatically reactivate.

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 a spouse/partner if they are living at the same address and have the same entry value. (ie a concession cannot share their package with an adult.)
- Multipasses are non-refundable and cannot be transferred or frozen (put on hold).