

## 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 paid for a single membership product (prepaid) or a recurring membership package (e-billing)
- **E-Billing Membership** - An authorised monthly recurring payment from a debit or credit card.
- **Pre-Paid Membership** - Pre-paid entry for a set term e.g. one month or a year.
- **Multipass** - A discounted bundle of single sessions. Previously known as a 'punchcard'.
- **Single Session** - A single entry, normally pay as you go.

## 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.
- 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 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.

### COVID19 TEMPORARY AMENDMENTS

- *Climbing Sessions need to be booked in advance and are time limited.*
- *Customers can book a maximum of one climbing session per day.*
- *If you cannot attend your session you must cancel the booking via your Capitan profile online at least 4 hours prior to it's 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. E-Billing Membership (Pay Monthly)

- Your membership begins on the purchase date indicated on your application form and continues indefinitely until terminated.
- Notifications of termination must be done via email to: [hello@highballnorwich.co.uk](mailto:hello@highballnorwich.co.uk), please allow up to 48 hours to action any request.
- Highball Climbing Centre will charge your debit/credit card on the purchase date of your membership each month. (eg. purchase date: 5/1/21 next billing date: 5/2/21.)
- You will receive an invoice via email, each month - if you have provided us with an email address.
- If a payment is not collected on your billing date your dues will be invoiced to your account, this will need to be paid to reactivate your membership. If this has not been paid before your next billing date your membership will be terminated and any unpaid dues will need to be paid before you are permitted to climb at Highball Climbing Centre..
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- You can freeze (put on hold) your membership by contacting us via email to: [hello@highballnorwich.co.uk](mailto:hello@highballnorwich.co.uk). All freezes begin on your next billing date and cost £5 per month per member,

- You can 'thaw' your membership at any point by simply coming to reception. In doing so you will need to pay for the remaining days of the month of which we will pro rata.
- 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 60 day written notice.
- Highball Climbing Centre will 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.

#### COVID19 TEMPORARY AMENDMENTS

- Members can book a maximum of one climbing session per day.
- If you do not attend your booked session, your account will be billed a £5 'no show' fee. This will need to be paid upon entry of your next visit.
- If you need to freeze your membership to self isolate the normal freeze process (above) applies.
- In the event that Highball is closed due to a local or national lockdown, Highball will not automatically freeze your e-billing memberships. If you wish to freeze your membership during this time, you can do so by following the normal process detailed above.

## 4. Prepaid Memberships

### 4.1 One Month Membership

- Your membership begins on the date of purchase and is valid for 1 month.
- This membership cannot be frozen (put on hold).

### 4.2 Annual Membership

- Your membership begins on the date of purchase and is valid for 1 year.
- You can freeze your membership at any time for £10 (max 4 per purchase) by contacting us via email to: [hello@highballnorwich.co.uk](mailto:hello@highballnorwich.co.uk). You must provide a start and end date, with a minimum of 1 month and a maximum of 3 months. Your membership will automatically thaw again once the end date is reached..

#### COVID19 TEMPORARY AMENDMENTS

- Members can book a maximum of one climbing session per day.
- If you do not attend your booked session, your account will be invoiced a £5 'no show' fee. This will need to be paid upon entry on your next visit.
- If you need to self isolate, you can freeze for free by contacting us via: [hello@highballnorwich.co.uk](mailto:hello@highballnorwich.co.uk), please allow up to 48 hours to action any request. You must provide the start and end date of your isolation, minimum of two weeks, maximum of one month. Your membership will automatically thaw again once the end date is reached.. This applies to both one month and annual memberships. (This will not affect annual members freeze limit.)
- If Highball is closed due to a local or national lockdown, we will automatically freeze all prepaid memberships. One Month memberships will be automatically thawed on the day we re-open. Annual memberships will also be automatically thawed, unless you have frozen your membership via your Capitan profile.

## 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 can not share their package with an adult.)
- Multipasses are non-refundable and cannot be transferred or frozen (put on hold).

### COVID19 TEMPORARY AMENDMENTS

- *If you do not attend your booked session, we will still deduct a session from your multipass as a 'no show' fee.*
- *If we are locked down we will extend your expiry date accordingly. E.g. If we are locked down for 21 days, we will extend your expiry date by 21 days.*
- *If you bought a multipass before the 17<sup>th</sup> of March 2020 and have not returned to Highball since Lockdown 1, we will freeze your punchcard 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. Alternatively, you can transfer them to a friend. The charge for the transfer is 1 session e.g. if you have 7 sessions left, we will transfer 6. You do not have to transfer all your sessions, but each transfer will incur a charge.*