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CLUBS MEMBERSHIPS TERMS & CONDITIONS

1. What's Included

All Clubs Rolling Memberships include:

- NICAS memberships: access to 1 x NICAS session per scheduled week on a pre-agreed fixed day. NICAS sessions run during term weeks only.
- Standard entry to uninstructed climbing or clubs running during holidays are NOT included.
- SQUAD memberships: as detailed in the squad invitation email received at the time of signing up

2. Payment Details

For all Clubs Rolling Memberships, payment is processed by direct debit (or using card details saved on Rhino Boulder payment systems).

- At sign-up: Payment for the first month of membership is taken, and a direct debit mandate is set up.
- Subsequent renewals: Payments are initiated on the membership renewal date, which occurs is the same day of the month as your original sign up.

NOTE: Our clubs run only during term weeks, classes costs are spread equally across 12 months to arrive at a fixed monthly membership fee.

We understand that it may not be possible for you to attend classes all weeks, however, for the above reason the same fixed monthly membership fee is due regardless of classes offered or attended. Also, as our classes are generally fully booked, we will not be able to accommodate requests to provide credits where a class is missed.

3. Payment Issues

- If a payment fails, we may attempt to reprocess the payment
- Your membership access may be suspended until outstanding payments are settled
 - Payments can be cleared in person or by phone
 - Note: Your renewal date remains unchanged despite missed or late payments

4. Cancellations

- Memberships can be cancelled with no penalty by:
 - Contacting us in person, by phone, or via email **at least 1 month before your next renewal date**
 - Settling any outstanding account balance
- No pro-rata refunds will be issued, however, access remains valid until the end of the last billing cycle

NOTE: our clubs are in high demand so when a Clubs Rolling Membership is cancelled, the person is removed from all Clubs sessions beyond the current billing cycle, and their space is forfeited. If they wish to sign up to join our Clubs again at some point in the future, they will be required to join the waiting list

5. Pausing Memberships

Clubs Rolling Memberships cannot be paused

6. Other Terms

- As every business we regularly review our offering and we reserve the right to update membership pricing and terms
- We reserve the right to unilaterally suspend or cancel memberships in case of violation of our policies or other inappropriate behaviours