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MEMBERSHIPS TERMS & CONDITIONS

1. What's Included

All climbing and CoWorking memberships including Monthly Rolling Memberships and 1 Year Passes include:

- Unlimited access to our climbing and gym facilities during opening hours.
- Access to advertised membership perks such as retail or café discounts as listed on our website. *Note: Perks may vary over time.*

2. Payment Details

- **1 Year Passes:**
  Payment is taken at the time of purchase.
- **Monthly Rolling Memberships:**
  Payment is processed by direct debit or saved credit card.
    - At sign-up: Payment for the first month of membership is taken, and a direct debit mandate is set up (or credit card details are stored).
    - Subsequent renewals: Payments are initiated with the saved payment method on the membership renewal date, which occurs in the same day of the month as your original sign up.

3. Payment Issues

- If a rolling 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

- **1 Year Passes:** Cannot be cancelled or refunded and remain valid until their expiry.
- **Monthly Rolling Memberships:**

- Memberships can be cancelled with no penalty by:
    - Contacting us in person, by phone, or via email at least 1 day 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 current billing cycle.

5. Pausing Memberships

- **1 Year Climbing Passes:** Cannot be paused.
- **Monthly Memberships - Rolling:**
    - All rolling memberships that
        - Have been running for at least 1 month
        - Do not have any outstanding balance

      May be paused up to 2 times a year for a period between 2 weeks and 3 months.
    - If a direct debit payment is already in progress during your pause request, we may not be able to pause your membership immediately. The payment may still be processed, we will pause the membership as soon as payment is complete.
    - Both climbing and CoWorking rolling membership can be paused on the same terms, however, private space and private workstation CoWorking 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.