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MEMBERSHIPS TERMS & CONDITIONS

1. What's Included

All memberships including Monthly Memberships Rolling, 1 Month Passes 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 Month and 1 Year Passes:**
  Payment is taken at the time of purchase via card.
- **Monthly Memberships - Rolling:**
  Payment is processed by direct debit.
    - 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.

3. Payment Issues

- If a direct debit 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 Month and 1 Year Passes:** Cannot be cancelled or refunded and remain valid until their expiry.
- **Monthly Memberships - Rolling:**
    - 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 Month and 1 Year Passes:** Cannot be paused.
- **Monthly Memberships - Rolling:**
    - Memberships may be paused for a minimum of 2 weeks and up to 2 times a year by:
        - Paying a **one-time fee of £5**.
        - Settling any outstanding balance.
    - Paused memberships can be resumed at any time within 3 months, after which we may cancel your membership with no refunds.
    - 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.

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.