

Membership and Punch Card Terms and Conditions

The following terms and conditions cover the Membership and Punch Card options offered by the Stronghold Climbing Centre.

Please read these carefully before purchasing a membership or Punch Card.

1. Definitions

Registered Climber – An individual who has read the Terms and Conditions of Use, completed a waiver form and provided contact information and photo identification.

Pre-Paid Membership – Pre-paid entry for a set term e.g. one month, three months, six months or a year.

E-Billing Membership – An authorised monthly recurring payment from a debit or credit card.

Punch Card – A number of entries bought in advance e.g. five or ten entries.

2. General

Each individual climber can have only one registered account. A registered account can only have one type of membership option at any time.

Stronghold reserves the right to change entry, membership and punch card fees at any time. We will notify customers in advance of any changes via our website and through posters in the centre.

For any enquires or requests regarding memberships please email info@thestrongholduk.com.

All adult E-Billing and Pre-Paid Members and Punch Card Holders can bring two under 18s with them for free at any time.

All E-Billing and Pre-Paid Members can bring one friend for free per month.

3. Punch Cards

Expiry – Punch cards purchased after 2nd January 2019 will expire 12 months after the date of purchase. Punch cards purchased before 2nd January 2019 will not expire.

Transfers – You may use entries on your punch card for other registered members. You may transfer entries to another registered member.

Refunds – Punch cards are not refundable.

4. E-Billing Membership

Payment Date – Payments are taken on the 1st of every month. If the payment card is declined, new payment details need to be given.

Payment Declined - Any declined payments will still be outstanding and may be added to the member's account for processing at the next billing date.

Expiry – There is no expiry for E-Billing Membership, we will continue to take payments from your card until you notify us.

Cancellation – You must notify us at least 7 days before the billing date if you wish to cancel your E-Billing Membership:

- If the month has 31 days, the last cancellation date will be the 24th
- If the month has 30 days, the last cancellation date will be the 23rd
- If the month has 28 days, the last cancellation date will be the 21st or the 22nd in a Leap Year

E-Billing Memberships that are set up after 2nd January 2019, will be subject to a minimum term of one full month before an E-Billing Membership can be cancelled.

Freezing – E-Billing Membership cannot be frozen.

Transfers – E-Billing membership entry can only be used on your account.

Refunds – Payments made for E-Billing Memberships are non-refundable.

5. Pre-Paid Membership

Expiry – Your membership will expire at the end of the purchased term.

Freezing – You may freeze your membership for a minimum of 2 weeks and for a maximum of 4 months.

- You will need to state how long you would like to freeze your membership for.
- Your membership will be automatically unfrozen after the stated term unless you notify us.
- You may unfreeze your membership earlier than the stated term at any time.
- You may extend the frozen term providing the total term does not exceed 4 months.
- You may only freeze your membership once every three months.

Transfers – Pre-paid memberships are not transferable.

Refunds – You may request a refund for a pre-paid membership. You will be refunded the total price of the membership originally purchased minus the cost of the best membership you could have had for the term used. The term used will be rounded up to the nearest month. Where the rounded-up term does not fit a single membership option this will be worked out using a combination of the membership options.

Refund Example - If you have taken out a six-month membership and cancel it after six weeks you will be refunded the cost of a six-month membership minus two one-month memberships. Or if you cancel a year's membership after 7 months you will be refunded the year minus a six-month and a one-month membership.

- Refund amounts will be worked out from the original start date of your membership, frozen terms will not be taken into account.
- Refunds must be made to the card used for the original purchase or by BACS transfer in to your bank account.