



Cancellation Terms and Conditions

The following terms and conditions cover the cancellation of any bookings at the Stronghold Climbing Centre.

Please read these carefully before making a booking.

1. Cancellations by customer

If you contact us 48 hours before the start of the bouldering slot, or instructed session we can issue you a full refund. Our preferred method of contact is by email (info@thestrongholduk.com) as our phone lines can get very busy.

2. Cancellation by Stronghold Climbing Centre

In the event of unforeseen circumstances, we reserve the right to cancel your pre-booked slots or instructed session. If we have to cancel, we will inform you via email as soon as possible before your session. You will be refunded the full amount.

- Cancellations will be due to unforeseen circumstances such as isolated staff members due to Covid-19 guidance or Stronghold being informed of a infected person with Covid-19 having recently used the center.
- If you need to amend or change your booking, you may do so up to 48 hours in advance of your session start time.

3. Lateness policy

All participants are advised to arrive 20 minutes prior to pre-booked slot or instructed session start time to allow time for check-in at Reception.

Pre-booked climbing slots

Participants who arrive after their pre-booked slot start time will not be permitted to extend the duration of their time slot. We will not offer a refund in this case.

Booked Instructed Sessions

Participants who arrive late for their instructed session are not be permitted to join the session. We will not offer a refund in this case.

4. Refunds

Refunds for online bookings may only be made to the original purchaser onto the card used to purchase the slot. If the card is no longer valid, refunds may be done by BACS transfer into the account of the purchaser. Refunds will not be done to a third party.

Refunds due to Covid 19

All climbers will need to sign our participation statement before booking a slot, confirming that you have no symptoms of COVID-19 and you have not had close proximity contact with anyone who has in the last 14 days.

If you have covid-19 symptoms within 48hrs of your pre-booked slot, please follow NHS guidelines and stay at home and order a free test. To receive a refund for your pre-booked slot we require you to forward your test results.

Refunds will be given for a positive or negative result – we simply require you to have this proof of symptoms. Please note, we cannot offer refunds for general illness.

If you are contacted by a track and tracer and need to self-isolate at home so can't make your booking, you will be eligible to a refund but will need to send us some evidence of the isolation request.

5. Non-attendance

Day Pass Users: Refunds or credits will not be given for non-attendance.

Members: If members miss two bookings they will be charged a full day entry

Punch Card Holders: If you don't attend your booked session, you will still have a punch deducted.

6. About these terms

We may modify this policy and any terms that apply to a service provided by ALP t/a Stronghold Climbing Centre to reflect changes to the law or changes to our services. The applicable terms and conditions will always be available on our website. If you do not agree to the modified terms for a service you should contact us to discontinue your use of that service.