



These Terms and Conditions apply to all course bookings made via our website, by phone, or in person at The Castle Climbing Centre.

These Terms are intended to comply with UK consumer law, including the Consumer Rights Act 2015 and Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Nothing in these Terms affects your statutory rights.

1. Participation Statement

All climbing and bouldering activities have a risk of serious injury or death. Participants must be aware of and accept that even if they follow all good practice there may still be the risk of accident and injury. It is the responsibility of the participant to adhere to the conditions of use.

2. Personal Property

Customers are responsible for their personal belongings at all times.

We do not accept liability for loss, theft, or damage to personal property unless caused by our negligence or failure to exercise reasonable care.

3. Course Delivery and Structure

3.1 All courses are instructor-led, time-specific activities delivered in accordance with the course description provided at the time of booking.

3.2 Course content, syllabus, and safety requirements will be delivered as described; however, the format and duration of delivery may vary depending on participant numbers.

3.3 Where a course operates with reduced participant numbers, The Castle may, where reasonably necessary, adjust the duration and/or format of delivery accordingly. For example, where only two participants are booked onto a course, the course may be delivered over an approximate duration of 3 hours instead of the standard advertised duration.

3.4 Any such variation will not affect the core learning objectives, syllabus content, or safety requirements of the course, which will continue to be delivered in full.

4. Cancellations and Transfer Requests by the Customer

4.1 All cancellation and transfer requests must be made in writing by email to info@castle-climbing.co.uk. Requests are only effective once confirmed in writing by The Castle.

4.2 The Customer acknowledges that bookings relate to instructor-led, time-specific courses with limited capacity, and that late cancellations or changes may reduce or prevent the opportunity to resell the allocated place at short notice.

More than 72 hours before course start time

4.3 Where a cancellation or transfer request is received 72 hours or more before the scheduled course start time, the Customer will be entitled to:



- a full refund; or
- a free transfer to an alternative course date, subject to availability.

48 to 72 hours before course start time

4.4 Where a cancellation or transfer request is received between 48 and 72 hours before the scheduled course start time, no refund will be issued.

4.5 The Customer may request a transfer to an alternative course date, subject to payment of an administration fee equal to 25% of the booking fee. This fee reflects administrative costs and the reduced likelihood of reselling the place at short notice.

24 to 48 hours before course start time

4.6 Where a cancellation or transfer request is received between 24 and 48 hours before the scheduled course start time, no refund will be issued.

4.7 The Customer may either:

- forfeit the booking; or
- request a transfer to an alternative course date, subject to payment of a fee equal to 50% of the booking fee.

This fee reflects the increased likelihood that the place cannot be resold at short notice and the costs associated with reserved instructor capacity.

Less than 24 hours / non-attendance

4.8 Where a cancellation is received less than 24 hours before the scheduled course start time, or where the Customer fails to attend (a “no-show”), the full booking fee will remain payable and no refund, credit, or transfer will be offered.

Transfer limitation

4.9 A booking may only be transferred once. Where a booking has already been transferred, no further transfers will be permitted and no refund will be due.

- To cancel or move your booking you must let us know 72 hours before the start of the course. In this case you will be entitled to a full refund. Requests must be made by email info@castle-climbing.co.uk
- We are unable to grant a refund for requests within 72 hours, however if you wish to move your booking you may do so, but this will result in an additional charge of 50% of the price of your booking.
- If you have previously been moved, whether inside or outside of 72 hours, you will no longer be entitled to a refund nor will you be moved again.

5. Cancellation or Variation by The Castle

5.1 The Castle reserves the right to cancel, reschedule, or vary any course where it is unable to meet minimum operating requirements or where operational, staffing, safety, or other reasonable business circumstances require such action.

5.2 Where reasonably practicable, The Castle will provide Customers with at least 24 hours’ notice of any cancellation or rescheduling.

5.3 In the event that a course is cancelled by The Castle, the Customer will be offered one of the following options:

- transfer to an alternative course date (subject to availability); or
- a voucher for the full value of the booking; or
- a full refund.

5.4 Where a course proceeds with reduced participant numbers, The Castle may, where reasonably necessary, adjust the format and/or duration of delivery (including reduced contact time), provided that the course continues to deliver its core learning objectives, syllabus content, and safety requirements.



6. Attendance policy

Arrival and registration

6.1 Customers are required to arrive at least 20 minutes before the scheduled course start time to allow sufficient time for registration, preparation, and any necessary equipment or safety briefing.

Late arrival

6.2 Customers who arrive after the scheduled start time may be refused participation where it is not reasonably practicable to include them in the course without disrupting safety, the learning experience, or the delivery of the session.

Where refusal occurs due to late arrival, no refund, credit, or transfer will be issued, except where otherwise required under applicable consumer law.

6.3 In determining whether late arrival can be accommodated, we will take a reasonable and proportionate approach, including consideration of:

- the stage of the course at the time of arrival
- safety requirements
- the impact on other participants
- the ability to deliver the course objectives effectively

Multi-session courses

6.4 For multi-session courses (including but not limited to Introductory Courses, Lead Courses, and Children's Courses), customers are required to attend all scheduled sessions.

Failure to attend any scheduled session does not automatically entitle the customer to a refund, credit, or transfer.

Where a session is missed due to late arrival or non-attendance, we are not obliged to provide alternative sessions or rescheduling. However, where appropriate and reasonably practicable, we may offer a partial remedy at our discretion, taking into account fairness and consumer law requirements.

7. Declaration of medical conditions

Customers must disclose any medical, physical, or psychological condition that may affect safe participation. We will take reasonable steps to accommodate participants where possible.

We may refuse participation where it is reasonably necessary to protect safety.

Where refusal occurs for safety reasons, we will offer:

- an alternative course where appropriate, or
- a refund for the affected element where required by law or fairness principles under the Consumer Rights Act 2015

8. Removal from course

We may remove a participant where their behaviour, condition, or conduct reasonably compromises safety, learning outcomes, or the experience of others.

This includes (but is not limited to) intoxication, abusive or disruptive behaviour, refusal to follow safety instructions, or persistent or significant lateness that materially impacts the safe or effective delivery of the course.

Where a participant arrives significantly late, they may be refused participation where it is not reasonably practicable to include them in the session without disruption to safety or the learning experience.



Where removal or refusal of participation is due to misconduct, breach of safety instructions, or late arrival that materially affects course delivery, no refund, credit, or transfer will be issued.

Where removal relates to a disclosed medical condition or disability, we will consider reasonable adjustments or proportionate remedies in line with equality law and consumer protection legislation.

9. Other amendments

We are not responsible for booking errors made by the customer unless caused by our negligence.

Transfer between course types may be requested at least 72 hours in advance and is subject to availability.

We may transfer a booking to another eligible participant provided they meet course requirements.

10. Refunds

Refunds will be made to the original payment method only.

Refunds cannot be issued to third parties.

We may refuse refunds where appropriate, provided such refusal is fair, reasonable, and compliant with UK consumer law.

Nothing in these Terms affects your statutory rights under:

- Consumer Rights Act 2015
- Consumer Contracts Regulations 2013
- any other applicable UK consumer legislation

11. Courses for under 18s

Courses are generally for participants aged 16 and over unless otherwise stated.

Under 18s require parental or guardian consent.

It is the responsibility of the booking customer to ensure consent is provided before attendance.

Failure to provide consent may result in refusal of participation where necessary for safeguarding reasons, without affecting statutory rights where applicable.

12. Payment Card information

We comply with the Payment Card Industry Data Security Standard (PCI DSS) requirements.

Payments are processed securely via third-party providers. We do not store full card details.

We do not accept card details by email.

13. Data Privacy

We process personal data in accordance with UK GDPR and the Data Protection Act 2018.



Personal data is used to:

- manage bookings
- deliver services safely
- communicate with customers
- improve services

We only share data where legally required, necessary for service delivery, or where there is a legitimate interest or vital interest (e.g. medical emergencies).

We do not sell personal data or share it for third-party marketing.

Full details are set out in our Privacy Notice available [here](#)

Contact: dpo@castle-climbing.co.uk

14. About these terms

We may update these Terms from time to time to reflect legal, operational, or service changes.

The latest version will always be available on our website.

Where changes materially affect your rights, we will take reasonable steps to notify you.

If you do not agree to updated terms, you may stop using the service.