

Registration, Memberships and Bulk Buys

Terms and Conditions Issue 3.2 (Aug 2026)

These Terms & Conditions apply to memberships, prepaid visits and related products offered by [The Castle Climbing Centre](#) to UK consumers.

Updates to Our Terms

We may occasionally update these Terms & Conditions to reflect changes in our services, legal requirements, or business practices. Where appropriate, we will notify users of significant changes. Continued use of our services after the updated terms are published constitutes acceptance of those changes.

1. Definitions

Registration

All climbers who are not supervised must complete an Acknowledgement of Risk (AOR) form before climbing. By registering, you confirm that you have read, understood and accepted:

- the Centre's Conditions of Use; and
- the Rules for Climbing.

Registered users may have a photograph stored on the Centre database for identification and safety purposes.

Membership

A paid plan that allows registered climbers to access the Centre either:

- on a recurring monthly basis; or
- for a fixed prepaid term

Memberships may include additional benefits and discounts.

Bolt-Ons

Discounted peak-time entry add-ons available only to customers with an active Off-Peak Membership.

Bulk Buys

Prepaid climbing visits purchased in advance. **Bulk Buys are not memberships and do not include membership benefits unless expressly stated.**

2. General Terms

2.1 You may only hold one active registration

2.2 Memberships are for sole use only, and access should not be shared between others who were not originally assigned.

2.3 Bolt-Ons may be purchased alongside an active Off-Peak Membership.

2.4 Memberships, Bolt-Ons and Bulk Buys are personal to the registered user unless these Terms expressly allow transfer.

2.5 Access to the Centre is always subject to compliance with:

- the Centre's Conditions of Use;
- Rules for Climbing;
- supervision policies; and
- all health and safety requirements.

3. Suspension or Revocation of Registration

3.1 The Centre may suspend or revoke a registration, membership or climbing access where:

- a customer breaches these Terms;

- fails to comply with safety rules or staff instructions; or
- behaves in a way that places others, staff or property at risk.

3.2 The Centre will act reasonably and proportionately before suspending or terminating access.

Nothing in these Terms affects your statutory consumer rights.

4. Prices and Changes

4.1 The Centre may change:

- registration fees;
- entry prices;
- membership fees; and
- prepaid visit prices.

4.2 Any price change will apply prospectively only and not retrospectively.

4.3 Customers will be given 4 weeks advanced notice of changes to membership prices before the change takes effect.

4.4 If a recurring membership price increases materially, you may cancel before the new price applies. See [clause 9](#) for cancellation options.

5. Membership Types

5.1 Anytime Membership

The Anytime Membership options allow access to the Centre at any time during opening hours, subject to capacity, safety rules and any operational restrictions.

Payment Options

a) Recurring Monthly Membership

- Paid monthly in advance by automatic recurring payment. **(This is not a direct debit).**
- Minimum term of 2 months to be paid prior to cancellation.
- Continues until cancelled. See [clause 9](#) for cancellation options.
- Cannot be paused.
- Non-refundable except where required by law or under [clause 11](#).

b) Prepaid Membership

- Paid upfront for a fixed term.
- Six-month and annual memberships may be paused in accordance with [clause 8](#).
- Non-refundable except where required by law or under [clause 11](#).
- Non-extendable except in accordance with [clause 11](#).

5.2 Off-Peak Membership

The Off-Peak Membership allows access to the Centre during designated off-peak times, subject to capacity, safety rules and any operational restrictions.

- Monday to Friday: 8:00am – 4:59pm

Outside these hours, a top-up fee or valid Bolt-On is required.

Payment Options

a) Recurring Monthly Membership

- Paid monthly in advance by automatic recurring payment. **(This is not a direct debit).**
- Minimum term of 2 months to be paid prior to cancellation.
- Continues until cancelled. See [clause 9](#) for cancellation options.
- Cannot be paused.
- Non-refundable except where required by law or under [clause 11](#).

b) Prepaid Membership

- Paid upfront for a fixed term.
- Six-month and annual memberships may be paused in accordance with [clause 8](#).
- Non-refundable except where required by law or under [clause 11](#).
- Non-extendable except in accordance with [clause 11](#).

5.3 Bolt-Ons

Bolt-Ons:

- are available individually or in 4 pack;
- may only be used with an active Off-Peak Membership;
- are valid for evening and weekend climbing;
- expire 3 months after purchase; and
- cannot be extended.

Unused Bolt-Ons are non-refundable/non-extendable except where required by law or under [clause 11](#).

5.4 Family Membership

The Family Membership allows access to the Centre at any time during opening hours, subject to capacity, safety rules and any operational restrictions.

It is intended for adults climbing with children.

Key Terms

- Adults included on the membership may climb independently without children present.
- Children must always be supervised in accordance with the Centre's supervision policies.
- Unsupervised U18 assessed Youth climbers cannot be assigned to this membership. See [clause 5.5](#) for membership options.

Membership Limits

Minimum:

- 1 adult and 1 child

Maximum:

- 2 adults and 4 children

Additional Conditions

- At least one child must be included.
- All members must be named on the membership.
- Members do not need to be related.
- Appropriate parental or guardian consent must be obtained for supervising under-18s.
- One adult may supervise a maximum of two children at any one time.
- Named members cannot be substituted or exchanged.
- Additional children attending occasionally outside the membership allowance must pay the applicable entry fee.

Payment Terms

- Paid monthly in advance by automatic recurring payment. **(This is not a direct debit).**
- Minimum term of 2 months to be paid prior to cancellation.
- Continues until cancelled. See [clause 9](#) for cancellation options.
- Cannot be paused.
- Non-refundable except where required by law or under [clause 11](#).

5.5 Youth Membership (Ages 14–17)

The Youth Membership allows access to the Centre at any time during opening hours, subject to capacity, safety rules and any operational restrictions.

It is available to independent climbers aged 14–17 who:

- have passed an U18 assessment at the Castle Climbing Centre; or
- where aged 16–17, have completed a valid bouldering AOR and a 16-17 year old Bouldering Only Parental Consent Form.

The Centre may suspend or cancel access if eligibility requirements are not met.

Payment Terms

- Paid monthly in advance by automatic recurring payment. **(This is not a direct debit).**
- Minimum term of 2 months to be paid prior to cancellation.
- Continues until cancelled. See [clause 9](#) for cancellation options.
- Cannot be paused.
- Non-refundable except where required by law or under [clause 11](#).

Further information is available at:

[Youth Climbing Information](#)

6. Membership Benefits and Concessions

6.1 Concession Memberships

Some memberships are available at concession rates. Valid proof will be requested before activation or renewal.

- Blue light card holders
 - Valid Blue Light Card with expiry shown
 - Valid Blue Light Card app with expiry shown
- Students
 - Valid student card with expiry shown
 - Valid enrolment letter with expiry shown
 - Valid UNIDAYS or Student Beans with expiry shown
- 60+ years old

- Income support (Universal credit, personal independence payment etc.)
 - Recently dated text, email or letter
- Qualified climbing instructor
 - Must show valid Mountain Training certificate
- Trade (London based outdoor adventure companies)
 - Go Ape
 - Shadwell Basin
 - Ellis Brigham
 - Snow + Rock
 - North Face
- Accessibility
 - Claiming Personal Independence Payment (PIP) - recently dated text, email or letter
 - A valid blue badge
 - Certificate of Vision Impairment (CVI)
 - An [Access Card](#)
 - A [National Disability Card](#)
 - A [DID card](#)
- Registered Carer
 - Claiming Carer's Allowance (CA) - recently dated text, email or letter
 - A [National Carers Card](#)
 - A [Carers Card UK](#)
 - A carer registration letter from a GP dated within the last 12 months

6.2 Membership Benefits

Membership benefits include:

- Climb without pre-paying for every visit;
- 5 guest passes per month for first-time visitors (**(not applicable to Family or Youth memberships)**);
- 10% discount in the shop or café;

- member-only events; and
- members-only lock-ins (every Sunday evening, 20:00-22:00)

Benefits:

- may vary between membership types;
- may be withdrawn or changed reasonably from time to time; and
- may be subject to additional conditions.

Shop and café discounts:

- apply only to eligible full-price items;
- cannot usually be combined with other discounts; and
- may exclude selected products.

7. Bulk Buys

Bulk Buys:

- are prepaid climbing visits;
- expire 12 months after purchase;
- are for individual use only unless transferred **in full** under [clause 10](#);
- **do not include membership benefits or discounts**;
- cannot be paused;
- non-extendable/non-refundable except where required by law or in accordance with [clause 11](#).

Unused visits may be transferred **in full** to another registered user before expiry, but the original expiry date will continue to apply. See [clause 10](#).

8. Pausing Memberships

8.1 Monthly Recurring Memberships

Recurring monthly memberships cannot be paused.

Customers wishing to stop payments must cancel in accordance with [clause 9](#).

8.2 Prepaid Memberships

Some prepaid memberships allow the membership to be paused. You cannot use the membership as an entry method to the centre for the duration of the pause.

One-month prepaid memberships cannot be paused.

Six-month prepaid memberships can be paused under these terms:

- Must be active for 1 month before the first initial pause
- Can only be paused once
- Must be paused for a minimum of 1 month
- Can be paused for a total of 1 month
- Will automatically unpause after maximum pause term (1 month)

Annual prepaid memberships can be paused under these terms:

- Must be active for 1 month before the first initial pause
- Must be active for 30 days between pauses
- Can only be paused twice
- Must be paused for a minimum of 1 month
- Can be paused for a total of 2 months
- Will automatically unpause after maximum pause term (2 months)

How to Pause

You may pause:

- in person at the reception desk;
- by contacting: info@castle-climbing.co.uk
- by calling: 020 8211 7000
- via the Castle Climbing Centre app or Beta Climbing app

9. Cancellation Rights

9.1 Recurring Monthly Memberships

Recurring monthly memberships have a minimum commitment period of 2 months.

If cancellation is requested during this minimum period, the remaining balance for the minimum term will still be payable.

If you purchase a membership online, by phone, or by any other distance method, you have the legal right to cancel your membership within 14 days from the date your membership begins, without giving any reason. Please see [clause 9.2](#) for further details.

How Cancellation Works

- Cancellation takes effect from the next billing period.
- Partial monthly refunds are not provided for unused time within a paid billing period.
- Cancellation requests must be submitted before the next payment date to avoid further charges.

How to Cancel

You may cancel:

- in person at the reception desk;
- by contacting: info@castle-climbing.co.uk
- by calling: 020 8211 7000

- via the Castle Climbing Centre or Beta Climbing app by heading to 'Profile' > 'Subscriptions' > 'Manage Subscriptions'

Removal of card details does not constitute cancellation of the agreement, and any outstanding amounts will remain due and payable.

9.2 Consumer 14-day Cooling-Off Period Rights

If you purchase a membership online, by phone, or by any other distance method, you have the legal right to cancel your membership within 14 days from the date your membership begins, without giving any reason.

To exercise your right to cancel, you must notify us in writing by email to info@castle-climbing.co.uk before the end of the 14-day cancellation period.

If you cancel within the 14-day cooling-off period:

- and you have not accessed or used any membership benefits, services, digital content, or member-only features, you will receive a full refund of any fees paid;
- if you have requested immediate access to membership benefits or have used any part of the membership during the cooling-off period, we may deduct a reasonable amount from your refund to reflect the value of the services provided up to the date of cancellation;
- where digital content or services have been fully accessed, consumed, or delivered during the cooling-off period with your express consent, you acknowledge that your right to a full refund may be reduced or lost to the extent permitted by applicable law.

After the 14-day cooling-off period has expired, your membership will continue on a recurring monthly basis unless cancelled in accordance with the cancellation terms set out in these Terms and Conditions.

You may cancel your recurring membership at any time after the cooling-off period by providing notice before your next billing date. Cancellation will take effect at the end of the current billing period, and no partial refunds will be provided unless required by law.

9.3 Prepaid Memberships

Prepaid memberships cannot be cancelled and are generally non-refundable except:

- where required by law; or
- under [clause 11](#).

10. Transfers

10.1 Prepaid memberships and bulk buys may be transferred **in full** to another eligible registered user on the grounds that the original purchaser can no longer visit the centre, subject to approval.

10.2 Transfers are a one-time transaction from original purchaser to recipient. They cannot be transferred from one recipient to another recipient.

10.3 The original:

- purchase date;
- expiry date; and
- remaining validity period

will continue to apply following transfer.

10.4 Paused periods are not transferable.

10.5 Refunds relating to transferred memberships or visits will only be made to the original purchaser.

Transfer requests must be made in writing to: info@castle-climbing.co.uk

11. Refunds & Extensions

11.1 General

Memberships, Bolt-Ons and Bulk Buys are generally non-refundable/non-extendable unless:

- required by law;

- expressly stated in these Terms; or
- approved in exceptional circumstances.

Nothing in these Terms excludes your statutory consumer rights.

11.2 Exceptional Circumstances

Refund/extension requests may be considered in cases such as:

- injury;
- medical issues; or
- other exceptional circumstances.

Supporting evidence will be requested where reasonable.

If you would like to make a request, please do so in writing to info@castle-climbing.co.uk

11.3 Refund Calculations

Where a refund is approved for a prepaid membership:

- the value of any used period will be deducted at the applicable standard membership rate; and
- refunds will only apply to full unused months remaining.

For Bulk Buys and Bolt-Ons:

- the value of any visits or entries already used will be deducted on a pro rata basis from the original amount paid.

11.4 Refund Method

Refunds will be made:

- using the original payment method; and
- to the original purchaser only.

12. Promotional and Special Offer Memberships

Promotional or limited-offer memberships may have different:

- cancellation rights;
- pausing rights; and
- validity periods.

Specific terms will be displayed at the point of purchase.