



Registration, Memberships and Prepaid Visits (Bulk Buys) Terms and Conditions Issue 3.1 (Jul 2025)

These terms and conditions cover Registration, Memberships and Pre-Paid Visits with The Castle Climbing Centre (The Castle).

1. Definitions

Registration - All non-supervised climbers must complete an Acknowledgement of Risk (AOR) form. You must have read, understood, and accepted our Conditions of Use and Rules For Climbing. Registered Members will have a unique Registration Number to identify them and have a photo on the database.

Membership- Registered climbers may additionally purchase a monthly or pre-paid membership or payment plan, rather than pay per visit.

Bolt-Ons – Bolt-Ons are a pack of discounted peak time top-ups to the Off-Peak membership

Bulk Buys – Registered climbers may purchase pre-paid visits known as 'Bulk Buys'. These are not a membership and do not include any membership benefits.

2. General

You may only purchase one membership or pre-paid product at a time and you may only have one active Registration at any one time. The exception to this are 'Bolt-Ons' which can be used in conjunction with an Off-Peak Membership.

3. Revocation of Registration and Anytime and Prepaid Visits

Registration with The Castle may be revoked at any time by a Duty Manager if you refuse to comply with our Conditions of Use and Rules. In the case of revocation, any active Membership or Pre-Paid Visits will be cancelled.

4. Price changes

The Castle may change registration, entry, membership or pre-paid visit fees at any time. Any change(s) will not be applied retrospectively. We will notify our customers of any upcoming changes in prices in advance.

5. Membership Plans -Types of Membership & Payment Options

5.1. Anytime – The Anytime memberships allows entry at any time of the day, on any day of the week.

5.2. Off-Peak– The Off-Peak membership allows entry at specified times of the day. There is no concession price.

Off peak times: Mon – Fri 8am – 4.59pm. Outside of these times a top-up fee is payable (or a discounted Bolt-On can be purchased – see below).

There are two options for payment:

a. Recurring Monthly Payments – Monthly automated payments taken each month in advance. These are *not* a one-off payments. No expiry. Cannot be frozen. 2 month minimum term. Non-refundable.

b. Prepaid - Pay one up-front fee.
Fixed, period membership term. Can be frozen (6 & 12 month only) as per the Freeze Policy (see below). Non-refundable.

5.3. Bolt-Ons – Bolt-Ons are available to buy individually or as a pack of 4 discounted peak time top-ups to the Off-Peak membership. Available to use on evenings and weekends. Bolt-Ons are only valid with an active Off-Peak Membership. 3 month expiry date. Cannot be extended.

5.4. Family Membership – Recurring Monthly Payments – automated payments taken each month in advance. This is not a one-off payment. No expiry. Cannot be frozen. 2 month minimum term. Non-refundable.

The Family Membership is for adults climbing together with children and allows all members of the “family” to climb at any time without prebooking. Adults on the plan can also climb without bringing their children. A maximum of two adults and 4 children can be added.

Children cannot climb on their own under this membership and must be supervised at all times, even if they are assessed by The Castle to climb unsupervised. (For unsupervised climbing for assessed U18's please purchase a Youth Membership.)

- Minimum “Family Members”: One adult and One Child.
- Maximum “Family Members”: Two Adults and Four Children.
- Family Memberships must include at least one child.
- All “Family Members” must be named but members do not have to be related – please ensure parental / guardian consent is given is supervising U18s.
- Family Plan members must adhere to our novice supervision policy. One adult may supervise up to a maximum of two children. This means that the maximum children on a family plan with only one adult, is two. Only when a second adult is added then up to two more children may be added.
- Named adults and child “Family Members” are non-transferrable and cannot be changed or swapped out.
- An adult with a One Adult, One Child Family Membership wishing to bring a second child ad-hoc must pay the one off Pay Per Climb price for the second child.
- Total price must be taken from one account for all members. Payments taken automatically per month on a recurring membership basis.

5.5. Youth Membership (Unsupervised 14+) – Recurring Monthly Payments – automated payments taken each month in advance. This is not a one-off payment. No expiry. Cannot be frozen. 2 month minimum term.

The Youth Membership is for independent young climbers age 14-17 who do not need supervision and who have already passed a Castle assessment, OR 16/17 year olds that have either passed a Castle assessment or have filled in a bouldering AOR.

We will check proof of assessment or that you have a valid bouldering AOR if you are 16/17 years old, on your first visit. This will be listed on your account. If you are not assessed or have not filled in an AOR the membership may be cancelled.

You can find more info on assessments: www.castle-climbing.co.uk/youth-climbing

16/17 years can register for bouldering only by completing the Bouldering only AOR.

6. Membership sub-types, Benefits and Minimum Terms

6.1. Concessions – Some of our membership have a concession option. Please see our website for concession eligibility. Proof of concession will be requested before the purchase of a concession membership is validated.

6.2. Terms – Monthly memberships have a minimum term of 2 months. This mean 2 payments must be made before you can cancel. If you wish to cancel before the 2 months are complete you will still be charged for the 2nd month.

6.3. Benefits – Our membership plans come with a number of benefits*:

No Pre-booking necessary – Anytime Members can turn up and climb without booking.

Free Guest Entry – Your membership comes with 5 guest passes a month for you to introduce newbies to The Castle. Guest passes are for first timers only.



10% Shop and Café discount - discount is not stackable with other membership discounts (e.g. BMC discount) and is available on full price items only. It may not be valid on certain products. Further restrictions may apply. The Castle retains the right to suspend, cancel or change this discount at any time.

Monthly Members Only Lock-Ins Climb after hours with fellow members.

*Please note, not all membership share the same benefits and these are subject to change.

7. Bulk Buys:

Registered members may purchase pre-paid visits known as 'Bulk Buys'.

- 12 month expiry
- These are not a membership and do not include any membership benefits or discounts
- For sole use, not to be shared between customers
- Cannot be frozen or extended. In date, unused visits may be transferred to another user (see below). The original date of validity will still stand.

8. Freezing

8.1. Monthly: Recurring Monthly Payments cannot be frozen. If you wish to stop payments you must cancel. See 9. Cancellations below.

8.2. Prepaid: One Month Memberships cannot be frozen. Six Month and Annual memberships can be frozen. Memberships must be active for a minimum of 1 month before it can be frozen. They will automatically unfreeze once the maximum term (see below) is reached.

Anytime Annual can be frozen for a total of 3 months.

Anytime Six Month can be frozen for a total of 2 months.

For extenuating circumstances contact memberships@castle-climbing.co.uk who will assess on a case-by-case basis.

9. Cancellations

- You may cancel your Monthly Membership plan at any time after the minimum term of 2 months.
- Cancellations are valid from the next full month ahead i.e mid-month cancellations will not receive a partial refund and the membership will remain active until the end of the monthly term. A month refers to the calendar month term from when you began your Anytime plan.
- Cancellations must be processed in advance of the payment date. Late cancellations will be processed from the following month and no refund given.
- Cancellations can be made via your account or by emailing info@castle-climbing.co.uk.
- Prepaid Memberships are non-refundable.

10. Transfers

Memberships and Pre-Paid Visits are transferrable to another eligible registered user of the centre. When plans or visits are transferred the original start date is used to determine the validity of the plan and the amount left on the plan. Frozen time periods will not be transferred. The transfer can only be made to a registered user and the user should be made aware of these terms and conditions. The party making the transfer should contact memberships@castle-climbing.co.uk with the details of the recipient so that we may update their details. This may take a few days to process. Refunds of transferred plans or visits may only be made to the original purchaser.

11. Refunds

Memberships and Bulk Buys are non-refundable. Refunds may be requested for extenuating circumstances by emailing the Membership Services Manager at memberships@castle-climbing.co.uk and will be assessed on a case-by-case basis and we may request further information, such as a doctors note or proof of injury, in order to make a decision. We reserve the right to refuse a refund request.

If a refund is granted, Anytime Annuals and Six Monthlies will be refund by subtracting the number of months used at the current monthly price. Only full months will be refunded.

Example:

Anytime Annual purchased 12th Jan 2023

Requested refund 20th Aug 2023

Refund made for one month: 12th Sep to 11th Jan 2024

- Pre-paid visits (Bulk Buys) will be refunded by subtracting the cost of standard visits used at the current price (regardless of price increases since the purchase date).
- Bolt-Ons will be refunded by subtracting the cost of a standard top up fee per each one used at the current price (regardless of price increases since the purchase date).
- Refunds are only available if the Anytime Annual Six Month or Bulk Buy has not expired.
- Refunds will only be made onto the original card used to purchase the membership via the original payment method. Refunds will not be made to third parties, even in the case of membership being transferred.
- In special circumstances we will accommodate a request to back date a refund, for example, in case of injury. In this situation you will be required to provide a doctor's note.
- Monthly plans are non-refundable.

12. Limited / Special Offer Memberships

Please note, limited / special offer memberships are not subject to the freezing and cancellation / refund terms above. Generally, you will not be able to freeze or cancel a limited offer membership, nor adjust the start or end date. Terms will be available when purchasing these memberships.

13. Registration Renewal

We will request that you renew your registration to the centre at least every three years. This is to ensure that you have received, read and understood our Conditions of Use and Rules and to keep your personal information up to date. There is no additional charge for renewal of registration to the centre.

13. Your Personal Information and How We Use It

Your privacy is important to us at The Castle and we will only use your personal information to set-up and administer your membership, provide and improve the services you request from us and (if you agree) provide news/updates regarding events and services that may be of interest to you.

Your information will only be shared with other organisations if it is necessary to do so in order to provide the services requested, comply with a legal obligation to which we are subject, or where there is a vital interest in doing so (e.g. if you suffer a medical emergency while climbing here) or some other legitimate interest. We will not share your information for marketing purposes outside of the Castle.

For further information please see: <https://www.castle-climbing.co.uk/privacy-notice> or if you have any questions please email dpo@castle-climbing.co.uk