

# MEMBERSHIP TERMS AND CONDITIONS

The following terms and conditions cover Membership options, Pre-paid visits, Courses and Registration with Mile End Climbing Wall.

## 1) Definitions:

**Registered Climber** – An individual who has completed the registration process by filling in a waiver form including contact details and finalized it at reception on their first visit. Registered Climbers will be issued with a unique Registration Number.

**Fixed Term Pass** – A set term membership to the Wall, available in 30-day, six monthly and yearly options.

**Punch Card** – A block of pre-paid entries to the Wall, each ‘punch’ equals to one entry to the wall.

**EFT Membership** – A recurring monthly payment from debit or credit card, allowing access to the Wall.

**Top-Up** – An additional payment for holders of off-peak only entries, to allow entry to the Wall at peak times.

**Gift Voucher** – Electronic or physical cards that can be topped up with any amount of money (£1 - £500) and redeemed against any product at the wall based on their value.

**Course** – Any session or course run by a Mile End Climbing Wall instructor.

**Guest Pass** – One free entry to the wall.

## 2) General:

Each member can only have one registered account. Each account can only have one active membership or entry attached to it at any given time.

For any enquiries or requests regarding registration or memberships please contact reception at [enquiries@mileendwall.org.uk](mailto:enquiries@mileendwall.org.uk).

Mile End Climbing Wall reserves the right to change entry fees, membership fees or any other prices at any time. We will notify customers in advance of any changes via posters on the wall or through website and social media.

### 3) Day Entry and Punch Cards:

**Day Pass** - Mile End Climbing Wall offers different options for day entries to the wall. These entries are not transferable to different customers or refundable after the day of purchase. If a customer wishes to purchase more than one entry (to be used on separate date to that of its purchase) staff member will add those as punch cards to customer account.

**Punch Cards** – These are bundles of single entries to the wall sold at a discount compared to same amount of day passes purchased individually. These bundles are valid for one year from the date of purchase. Punch Cards cannot be transferred between customers or refunded after the first one has been used. All unused punches will expire after 12 months from the date of purchase. No refund will be given for any unused punches after the expiration date.

### 4) Fixed Term Pass

These are all Passes available for purchase at different prices depending on the length of the Term.

Mile End Climbing Wall offers a variety of fixed term passes – 30 days, 6 months (this is calculated as 6x30days) and 1 year.

These Passes cannot be frozen or cancelled once they have started. No refund, partial refund or exchange will be given for any unused days.

These Passes will automatically expire after the period they were purchased for.

### 5) EFT Memberships

EFT memberships are not direct debits, but rather a recurring card payment. If your card details have changed you must notify Mile End Climbing Wall immediately or fill out the linked form: <https://www.mileendwall.org.uk/my-account/change-details>

EFT memberships are non-refundable partially or fully within the billing cycle.

Any declined payments will remain outstanding on the customer account and will be added to the next billing cycle and will be cleared on the next billing date.

Mile End Climbing Wall reserves the right to change membership fees at any time, we will do our best to notify customers in advance of any changes via our website, social media, and publicity in the Wall.

### **Monthly EFT Membership**

This membership allows access to the Wall within all opening hours.

This membership requires a minimum commitment of 3 full months (billing cycle is from the 2nd to the 1st of every month) Any prorated dues owed from the sign-up date to the first billing date of the 2<sup>nd</sup> are not included in the minimum commitment time.

This membership cannot be frozen.

This membership can be cancelled only if reception was notified in writing (enquiries@mileendwall.org.uk) at least a week before the next billing date (2nd of each month).

Each member will receive one guest pass per month that can be given to a new climber or registered climber. If the guest pass is given to a new climber (person who never climbed at Mile End Climbing Wall before) this will give them next entry free, as first entry is given when getting adult membership. If the guest pass is given to an already registered climber, it can be used directly on their next visit.

### **Off-peak EFT Membership**

This membership can be cancelled any time after the billing cycle has begun with no minimum commitment. Prorated dues will be charged from the sign-up date to the first billing date of the 2<sup>nd</sup> after which the full amount will be charged.

This membership allows access to the wall in the pre-determined 'off-peak' times. Mile End Climbing Wall reserves the right to change the hours designated as 'off-peak' at any time and will do its best to notify customers in advance of any changes via our website, social media, and publicity in the Wall.

## **6) COURSES**

Mile End Climbing Wall provides a variety of courses for adults and children. Some adult courses are available for registered participants from the age of 14, please check the course page for more details. All kids' courses are for registered participants from age 7 to 17 years old.

Courses can only be refunded if they have not yet happened. If the course date / time has already passed no refund or exchange will be given.

All courses have a minimum cancellation policy of 72 hours, some courses have 7 days cancellation policy – for individual details please check the courses page.

## 7) Gift Cards / Vouchers

Gift cards / vouchers can be purchased either through Mile End Climbing Wall website by phone, or in person at the Wall.

Gift cards / vouchers are valid for one year from purchase and can be used to purchase products or services from Mile End Climbing Wall. (Rock On shop is **NOT** part of Mile End Climbing Wall)

Gift cards / vouchers can only be redeemed in person or over the phone.

Gift cards / vouchers are nonrefundable or cannot be exchanged for cash.

Gift cards / vouchers if lost, stolen, or misplaced cannot be replaced.

Gift cards can be purchased at the wall and delivered to the chosen address via post (additional delivery cost applies £4 + VAT), Mile End Climbing Wall cannot accept any responsibility for safe delivery of the gift card.

Gift cards / vouchers have a minimum purchase and spend value. Minimum purchase is £5 for a physical card and £1 for an online voucher. The minimum spending value is £1 for both types of vouchers.