

TERMS & CONDITIONS**PREPAID MEMBERSHIPS****GENERAL TERMS:**

- A membership gives you unlimited climbing during normal trading hours.
- All memberships are a pre-payment membership *i.e. you pay in advance*.
- There is no contract; you can cancel at any time but, no refunds will be given where payment has already been made.
- Highball Ltd reserves the right to close the centre for up to 14 'planned' days each calendar year (including Christmas and New year) for Maintenance, Refurbishment, Competitions, Corporate Bookings, Events etc.. (This list is not exhaustive).
- Highball Climbing Centre reserves the right to cancel the membership at any time if the user does not adhere to the centre conditions of use, rules of the use or the terms of this agreement. No refunds will be given.

V1 - 1 Month Membership

- Your membership begins on your date purchased and expires 1 month from purchase.
- This membership cannot be frozen (put on hold).

V12 Annual Membership

- Your membership begins on the date purchased and will expire in 12 months.
- You can freeze (put it on hold) your membership at any time for £5 per month per member. If you wish to freeze this membership, you must notify us, in writing, at least 48 hours BEFORE the next billing date - 1st of the month.
- To 'thaw' your membership, just come to reception and pay for your outstanding freezes e.g. 1 month would be £5, 4 months would be £20.

V12 Monthly Membership

- Your membership begins on the date indicated on your application form and continues indefinitely until cancelled.
- Notification of cancellations must be in writing via email (Email: hello@highballnorwich.co.uk with Subject: V12) - and we need 48hrs to action any request. **Don't leave it too late in the month to cancel the next month.**
- A one off start up fee applies to V12 Monthly Memberships of £20.
- Under no circumstances are any portion of the 'start up fees' refundable.
- Highball Climbing Centre will charge your debit/credit card at the beginning of each month, normally but not before the 1st of the month.
- You will receive an invoice via email, each month - if you have provided us with an email address.
- If a payment is not collected we will attempt a further collection around the 5th of the month. If your payment is not collected at the second attempt, a late fee of £3 will be applied to the amount due for that month. The total amount due will need to be paid before you can climb again.
- V12 Monthly memberships can be frozen (put on hold) for £5 per month per member. All freezes begin on the 1st of EACH MONTH. If you wish to freeze this membership, you must notify us in writing, at least 48 hours BEFORE the 1st of the month.
- You can 'thaw' your membership at reception at any point by paying for the remaining days in the month, which we pro rata.