

**TERMS & CONDITIONS****GIFT CARDS****THE #SMALLPRINT**

- Gift Cards can be purchased at reception OR over the phone.
- Electronic Gift Cards Can be purchased through our website.
- A Gift Card is neither a credit/charge card or cash.
- Purchase amount will be deducted accordingly from the card balance.
- If purchase amount exceeds the card balance, the extra can be paid in cash or by card.
- The Gift Card can be used for climbing sessions, courses, memberships and climbing shop purchases only. Clinic and Cafe products and services are excluded.
- Balance enquiries can be made at reception or over the phone.
- Unused/remaining balances cannot be exchanged for cash.
- Any cards deemed faulty will be replaced for free. Damaged cards will be replaced for £2.
- Highball Ltd is not obliged to replace any lost or stolen Gift Cards or Cards with barcodes which can not be read or scanned anymore.
- All exchanges and refunds for services and merchandise will be in accordance with Highball's Refund Policy.
- No refunds for the purchase of the Gift Card will be given.
- The Gift Card will expire 12 months from purchase date.
- Highball accepts no responsibility for Loss of Gift Cards sent through Royal Mail.
- Highball reserves the right to amend these Terms and Conditions without prior notice.