



## **Pay Monthly Terms and Conditions**

### **1. Scope**

Depot Climbing Leeds, Big Depot Climbing Leeds, Depot Climbing Manchester, Depot Climbing Sheffield, Depot Climbing Armley, Depot Climbing Birmingham and Big Depot Climbing Manchester are trading names of the Yorkshire Climbing Company Limited ('YCC'). Depot Climbing Nottingham is a trading name of the Sherwood Climbing Company (SCC).

In this document 'Depot climbing centre' refers to any of the climbing centres listed above.

It is a prerequisite of all payment options that the user is registered with an Depot climbing centre and complies with the Conditions of Use and Rules of any Depot climbing centre they are using.

Failure to comply with the Conditions of Use and Rules may result in exclusion without refund.

### **2. Payment Options**

The following payment options are available at any Depot climbing centre.

#### **2.1 Day entry**

Users pay a fee each time they use a Depot climbing centre, this is a daily fee which allows re-entry on the same day

#### **2.2 Punch card entry**

Users can buy multiple entries upfront, 'punches'. These are used when the user visits any YCC or SCC location. Each punch allows reentry on the day it is used.

#### **2.3 Concession entry**

For customer's that have an in date student card, are over 60, have a disability or are eligible for PIP, they can get a reduced price on the payment options (Day entry, Punch Card entry, Recurring Pay monthly membership). This price is only guaranteed while the customer is still a valid concession.

#### **2.4 Recurring Pay monthly membership (EFT)**

**2.4.1** This membership option allows unlimited access to the Depot climbing centres at all times the centre is open to the public.

**2.4.2** It is paid by credit or debit card by continuous payment authority. These memberships can be subject to a minimum term and recur monthly until cancelled.

**2.4.3** EFT memberships are for personal climbing only and not for business use. Business use such as private coaching or instruction will incur additional fees.



**2.4.4** Depot Climbing centres may close for events or maintenance, Depot Climbing will endeavour to keep this to a minimum. It is taken into account as part of the monthly payments and no credit will be offered in these instances, instead the option to freeze will be available when the closure exceeds 3 continuous days..

### **3. Setting up the recurring pay monthly memberships**

**3.1** Recurring pay monthly memberships may be set up and paid for by someone other than the member, provided the member is already registered as a competent climber or registered on the Rock Gym Pro system at a YCC or SCC venue.

**3.2** The cardholder must be physically present at the centre to set up the continuous payment authority in person (recurring membership). Alternatively the recurring membership can be purchased through the Online Membership Sign Up through the Depot Climbing website.

### **4. Billing cycle**

**4.1** Recurring pay monthly memberships run month to month, starting on the first day of the month and ending on the last day of the month. We cannot bill on any other date of the month.

**4.2** Payment is taken upfront, pro-rata from the purchase date to the last day of the month.

**4.3** The first recurring payment will be taken on the first of the first complete month.

**4.4** Subsequent payments will be taken on the first of each month.

### **5. Declined payments & changes of payment cards**

**5.1** Changes in account information or card details need to be notified to Depot climbing centre at least 7 days prior to the billing date by completing the online change request form on the Depot Climbing website

**5.2** If payment is declined on the first attempt at billing, a second attempt will be made within a week. After this we will contact you to check your payment details and take the payment. If we are unable to contact you the outstanding payment will be added to the next instalment.

**5.3** If a payment is declined a second time your membership may be terminated. Any outstanding fees will remain payable and no access will be allowed to any Depot Climbing venue until paid in full.

### **6. Minimum term**

**6.1** Minimum terms of pay monthly passes;

**(a)** Flexible pay monthly memberships have a 1 full calendar month minimum term. If started mid-month the following month must be paid for before any termination can happen.



**(b)** 12-month pay monthly memberships have a 12-month minimum term that cannot be cancelled unless the consumer's circumstances have changed. This is at the discretion of Depot Climbing. If the membership becomes impractical or unaffordable (i.e due to illness, injury, relocation, redundancy) the customer should inform Depot Climbing via the change request form on the website.

**(c)** 9-month student pay monthly memberships have a 9-month minimum term that can not be cancelled unless the consumer's circumstances have changed. This is at the discretion of Depot Climbing Centre. If the membership becomes impractical or unaffordable (i.e due to illness, injury, relocation, redundancy) the customer should inform Depot Climbing via the change request form on the website.

**6.2** Cancellation within the minimum term will result in the remaining months' payments becoming due immediately. Except as follows:

**(a)** Where Depot Climbing has notified the member of a price change during the minimum term.

**(b)** Where the customer has informed the Depot climbing centre via the change request form on the website that their circumstances have changed which make the use of a Depot climbing centre impractical or unaffordable (i.e due to illness, injury, relocation, redundancy).

**6.3** Access to Depot Climbing centres will not be permitted whilst there are outstanding amounts due.

**6.4** After the minimum term of the pay monthly pass expires, the pass will automatically continue to roll over on the chosen fee indefinitely until the customer cancels through the ways described in point 7.

**6.5** Any early termination is at the sole discretion of the Depot climbing centre.

## **7. Cancellation**

**7.1** After the minimum term recurring memberships can be cancelled by completing the online membership change request form on the Depot Climbing website - the change request form can be completed at the customers local Depot Climbing centre or online on a personal device.

**7.2** Notice of cancellation must be received by Depot Climbing at least 7 days before the first day of the billing cycle. Late notice will not take effect until the following bill cycle.

## **8. Transferring, freezing and refunding memberships**

**8.1** Memberships can be requested to be frozen by completing the online membership change request form on the Depot Climbing website. This can be done at any Depot Climbing centre or online on a personal device. Discretion on freezing memberships remains the decision of Depot Climbing.

**8.2** Memberships cannot be transferred or refunded.



## **9. Price changes**

**9.1** Depot Climbing may change registration, entry and payment plan fees at any time. Changes will not be applied retrospectively.

**9.2** We will notify our customers of any upcoming changes in prices by putting up notices on our website, in Depot Climbing centres and emailing membership holders in advance. Recurring pay monthly membership customers will be notified by email if they have opted in to receive these.

**9.3** If the customer is registered as a concession and their situation changes (i.e no longer a student), the rate of dues will revert to the equivalent adult rate. Notice will be given of this change via email.

## **10. Storage and processing of payment information**

Recurring memberships use a third party payment portal; Stripe, a certified PCI provider to store card details and take payments. Your payment details are not stored electronically by Depot Climbing in any form. Stripe is compliant with the GDPR legislation.