

## **Registration and Payment Plans Terms and Conditions Issue 2 (Oct 2019)**

These terms and conditions cover Registration and Payment Plans with Rainbow Rocket Limited (Rainbow Rocket).

### **1. Definitions**

Registration -All climbers must complete a Registration Form. You must have read, understood, and accepted our Conditions of Use and Rules. Registered Members will have a unique Registration Number to identify them and have a photo on the database.

Payment Plans (Plans) - Registered Members may additionally purchase a membership pre-payment plan rather than pay per visit.

Pre-Paid visits – Registered members may purchase pre-paid visits known as 'Punch Cards'.

### **2. General**

You may only purchase one Payment Plan at a time and you may only have one active Registration at any one time.

### **3. Revocation of Registration and Payment Plans**

Registration with Rainbow Rocket 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 Payment Plan will be cancelled and no refunds provided.

### **4. Price changes**

Rainbow Rocket may change registration, entry and payment plan fees at any time. Any changes will not be applied retrospectively. We will notify our customers of any upcoming changes in prices by putting up notices on our website and in the centre in advance.

### **5. Freezing Customers**

Annual members may freeze their membership if they are going away, injured or for any other reason, at the discretion of the Duty Manager. Annual plans may only be frozen a maximum of three times per annual membership. Three Month memberships may be frozen for a maximum of 1 month. Freezes must be for a minimum of 1 month. Payment plans cannot be frozen before the one month minimum active period has past. In case of injury that prevents climbing during the first month, a doctor's note is required. In the case of an injury where the Duty Manager has attended you can request to freeze your plan if the injury looks to be long term.

To freeze your plan you must email [team@rainbowrocket.cc](mailto:team@rainbowrocket.cc) with your membership details (name and registration number or date of birth) and the date that you would like the freeze to start. Please do this after your last visit to Rainbow Rocket and be aware that you cannot start your freeze on the same day as your last climb and freeze requests cannot be backdated. You will receive an email confirming that the plan has been frozen. If you do not receive this email please contact the centre on 01223 77 88 10 or email [team@rainbowrocket.cc](mailto:team@rainbowrocket.cc). Your plan will be unfrozen when you next visit the centre unless you specifically request with reception that the plan remain frozen. In this case you will need to pay for your visit at standard entry fees. Refunds on frozen plans will be dealt with as per

the refund policy (see below) with the original start date of the plan used as the basis of the refund. For example, if you purchase an annual plan in January, freeze it in February for 4 months and request a refund in May, the refund will use January as the start date (5 months used) even though there are 11 months remaining as active. Note that these active months may be transferred to another user, please email [team@rainbowrocket.cc](mailto:team@rainbowrocket.cc) for this.

#### 6. Pre-Paid Visits

Pre-paid visits (Punch cards) do not expire. Unused visits may be transferred to another user if they are going away, injured or for any other reason, at the discretion of the Duty Manager.

#### 7. Transfers

Memberships and pre-paid visits are transferable to another registered user of the centre at the discretion of the Duty Manager. 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 Rainbow Rocket ([team@rainbowrocket.cc](mailto:team@rainbowrocket.cc)) with the details of the recipient so that we may update their details. Refunds of transferred plans or visits may only be made to the original purchaser.

#### 8. Refunds

3 month and Annual memberships may be refunded if they are going away, injured or for any other reason, at the discretion of the Duty Manager. The refunded price will be based on the months used being charged at the One month membership price. For example, if the membership had been used for 6 months, the refund given would be the Annual membership price less 6 times the One month membership price. The months used are rounded up to the nearest whole month.

#### 9. 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.

#### 10. Entry to the Centre

Rainbow Rocket reserves the right to deny admission to the centre to any person