

# LCC London Membership - Terms and conditions - 25<sup>th</sup> July 2020

## 1. Scope

VauxWall East, VauxWall West, HarroWall, CroyWall, RavensWall, CanaryWall and Kendal Wall are trading names of the Lakeland Climbing Centre Limited ('LCC').

In this document 'LCC London' refers to any of the climbing centres listed above with the exception of Kendal Wall which has separate terms and conditions, and payment arrangements. Payment types are not transferable between LCC London and Kendal Wall.

It is a prerequisite of all payment options that the user is registered with an LCC London climbing centre and complies with the Conditions of Use and Rules of any LCC London 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 LCC London climbing centre.

### 2.1 Casual entry

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

### 2.2 Punch card entry

Users buy multiple entries upfront, typically in increments of 5, 10 or 20 'punches'. These are used when the user visits an LCC London climbing centre. Each punch allows re-entry on the day it is used. Punches have no expiry date and cannot be refunded or transferred.

### 2.3 Pre-paid membership

Pre-paid membership allows unlimited access to LCC London climbing centres, either during off-peak hours or at any time.

It is paid for upfront in one-month periods.

### 2.4 Recurring membership

This membership option allows unlimited access to LCC London climbing centres. Either during off-peak hours or at any time.

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

### 2.5 Multiple methods of payment

You cannot pay using punches or casual entries whilst you have an active pre-paid or recurring membership

## 3. Setting up the recurring memberships

- 3.1 Recurring memberships may be set up and paid for by someone other than the member, provided the member is already registered as a competent climber.

- 3.2 The cardholder must be physically present at the centre to set up the continuous payment authority (recurring membership).
- 3.3 For Recurring Family Memberships, up to 2 under 18 year olds can be added. The junior's names must be confirmed when setting up and remain the same for the duration of the membership. Extra family members, junior or adult can be added for an additional £35 per month. All family members must be connected to one account for billing.

#### **4. Billing cycle**

- 4.1 Recurring memberships run month to month, starting on the first day of the month and ending on the last day of the month.
- 4.2 Payment is taken upfront, pro-rata from the purchase date to the last day of the month, and for the first complete month.
- 4.3 The first recurring payment will be taken on the first working day of the second complete month.
- 4.4 Subsequent payments will be taken on the first working day of each month.

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

- 5.1 Changes in account information or card details need to be notified to LCC London at least 14 days prior to the billing date by e-mail: [membership@vauxwall.co.uk](mailto:membership@vauxwall.co.uk)
- 5.2 If payment is declined 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 will be terminated. Any outstanding fees will remain payable.

#### **6. Minimum term**

- 6.1 Recurring memberships have a minimum term of 3 months.
- 6.2 Cancellation within the minimum term will result in the remaining months' payments becoming due immediately. Except as follows:
  - (a) Where LCC London have notified the member of a price change during the minimum term.
  - (b) At LCC London's complete discretion, where there is evidence of exceptional circumstances resulting in unforeseen financial hardship is provided (eg. redundancy).
- 6.3 Access to LCC London climbing centres will not be permitted whilst there are outstanding amounts due.

## **7. Cancellation**

- 7.1 After the minimum term recurring memberships can be cancelled by giving written notice to [membership@vauxwall.co.uk](mailto:membership@vauxwall.co.uk)
- 7.2 Notice of cancellation must be received by LCC London at least 14 days before first day of the bill cycle. Late notice will not take effect until the following bill cycle.

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

- 8.1 Memberships cannot be transferred, frozen or refunded.
- 8.2 If you would like to change a family membership named junior email details to [membership@vauxwall.co.uk](mailto:membership@vauxwall.co.uk)
- 8.3 At LCC London's complete discretion, in cases of injury or other exceptional circumstances members may be given the option to skip a month of billing. Please email details to [membership@vauxwall.co.uk](mailto:membership@vauxwall.co.uk).
- 8.4 In the event that all of our centres are forced to close due to a pandemic or natural disaster your membership will automatically be frozen and we will contact you directly.
- 8.5 If just one of our centres is closed for up to 5 days we will not automatically freeze your membership. You would need to contact us on [membership@vauxwall.co.uk](mailto:membership@vauxwall.co.uk) request this.

## **9. Credit**

- 9.1 In the event that your LCC account has credit applied, this can be used for any product at the centre but will automatically offset future dues.

## **10. Price changes**

- 10.1 LCC London may change registration, entry and payment plan fees at any time. Changes will not be applied retrospectively.
- 10.2 We will notify our customers of any upcoming changes in prices by putting up notices on our website and in the centre in advance. Recurring membership customers will be notified by email.

## **11. 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 LCC.

## 12. Covid-19 Pandemic temporary measures effective from 25<sup>th</sup> July 2020

12.1 A £1 booking fee will be applied to all **Member and Punch Card Holders** pre-booked sessions to manage attendance.

12.2 If you 'walk-in' rather than 'pre-book' and there is an available slot you will not be charged the £1 fee.

12.3 An optional perk for recurring members only: you can opt to have your £1 fees tallied up and added as credit to your account on a monthly basis – this will automatically offset your future dues. You need to email [membership@vauxwall.co.uk](mailto:membership@vauxwall.co.uk) to specifically request this option.

You must email before the end of the current calendar month to claim this perk. Once claimed we will continue this process each month.

You cannot back claim for prior months.