



Membership Terms and Conditions

Below is an outline of the terms and conditions of each membership product available at Urban Jungle Indoor Rock Climbing.

All Memberships at Urban Jungle Indoor Rock Climbing start on the agreed date set at the time of purchase.

In addition to agreeing to the conditions of entry, as stipulated in Urban Jungle Indoor Rock Climbing's Waiver Release and Indemnity form, by entering into a membership agreement, you (the member) agree to service these obligations and to the conditions as stated.

The membership fee will be locked in for the term of your contract.

Urban Jungle Indoor Rock Climbing reserves the right to cancel a membership in the event a member has breached the conditions of entry. Urban Jungle Indoor Rock Climbing reserves the right to cancel a membership and refuse entry in the event a member is unable to service their membership fee. Direct debit members are responsible for having funds available in their nominated account. Insufficient funds will result in a failed transaction, and additional fees will apply. These additional fees are the responsibility of the member.

Memberships will entitle the member to a 15% discount on stocked items within the pro shop. Cancelled members are not entitled to the benefits of active members. Discounts are not transferable in any situation.

Current prices are posted on the Urban Jungle Indoor Rock Climbing website. Prices are not subject to rainchecks.

12 Month Fixed

Membership Duration

- 12 Month Fixed Membership is locked in for a period of 12 consecutive months from the date of purchase.
- It cannot be refunded or transferred to another individual.

Payment Method

- This Membership is paid for via a direct debit system (Ezidebit).

Membership Usage

- The Membership can only be used by the individual whose name is associated with it at the time of purchase.
- It grants the holder access to Urban Jungle Indoor Rock Climbing for 12 consecutive months from the purchase date.

Check-In Requirements

- Members must "check-in" at the front desk upon arrival.

Membership Benefits

- Memberships will entitle the member to a 15% discount on stocked items within the pro shop.

Equipment Costs

- Membership is only valid for entry.
- Any equipment hire is a separate cost.

Auto-Renewal

- After the initial 12-month period has expired, Fixed Memberships will auto-renew on a month-to-month basis until the member chooses to cancel.

Cancellation Policy

- The 12 Month Fixed Membership can only be cancelled after the 12-month period has expired.

Cancellation Process

- Membership cancellations can be initiated by emailing admin@urbanjungleirc.com after the 12-month period has concluded.
- A confirmation email will be returned upon receiving the cancellation request, outlining the last payment date.
- Please note that cancellations require a 30-day notice period.

Suspension

- A member is allowed to suspend a membership for up to 4 weeks per year.
- The suspension must be a minimum of 1 week long.
- The suspension process can be initiated by email to admin@urbanjungleirc.com or in person in the gym.
- Payments will be adjusted accordingly from the start of the suspension. Payments during the suspension period will be cancelled, and the first payment after the end of the suspension will be adjusted to utilise the suspension. This might result in a catch-up payment or a decrease in the amount paid.

12 Month Flexi

Membership Duration

- 12 Month Flexi Membership is locked in for a minimum period of 3 consecutive months from the date of purchase.
- The 12 Month Flexi Membership cannot be refunded or transferred.
- The Membership is intended for use by the individual whose name is associated with the membership at the time of purchase.

Payment Method

- This Membership is paid for via a direct debit system (Ezidebit).

Membership Usage

- The Membership can only be used by the individual whose name is associated with it at the time of purchase.
- It grants the holder access to Urban Jungle Indoor Rock Climbing for 12 consecutive months from the purchase date.

Check-In Requirements

- Members must "check-in" at the front desk upon arrival.

Membership Benefits

- Memberships will entitle the member to a 15% discount on stocked items within the pro shop.

Equipment Costs

- Membership is only valid for entry.
- Any equipment hire is a separate cost.

Auto-Renewal

- After the initial 12-month period has expired, Flexi Memberships will auto-renew on a month-to-month basis until the member chooses to cancel.

Cancellation Policy

- Memberships can be cancelled anytime after 3 months of active membership.

Cancellation Process

- Membership cancellations can be initiated by emailing admin@urbanjungleirc.com anytime after 3 months.
- A confirmation email will be returned upon receiving the cancellation request, outlining the last payment date.
- Please note that cancellations require a 30-day notice period.

3, 6 and 12 Months Upfront

Membership Duration

- 3 Months Upfront entitles you to 3 consecutive months of access to Urban Jungle Indoor Rock Climbing
- 6 Months Upfront entitles you to 6 consecutive months of access to Urban Jungle Indoor Rock Climbing
- 12 Months Upfront entitles you to 12 consecutive months of access to Urban Jungle Indoor Rock Climbing
- The membership starts on the day of purchase or the agreed day if purchased in advance.

Membership Usage

- The 3, 6 and 12 Month Upfront memberships cannot be cancelled, refunded, or transferred.
- These memberships are exclusively for use by the individual whose name is associated with the pass at the time of purchase.

Check-In Requirements

- Members must "check-in" at the front desk upon arrival.

Membership Benefits

- Memberships will entitle the member to a 15% discount on stocked items within the pro shop while the membership is active.

Payment and Start Date

- 3, 6 and 12 Month Upfront memberships require full payment and commence on the day of purchase.

Expiration

- The 3, 6 and 12 Month Upfront memberships will automatically expire at the end of their respective terms.

Equipment Costs

- Membership is only valid for entry.
- Any equipment hire is a separate cost.

10 Visit Pass

Pass Usage

- The 10 Visit Pass grants the holder access to climb at Urban Jungle Indoor Rock Climbing for 10 visits.

Transferability and Refunds

- The Pass is neither transferable nor refundable.
- The Pass can not be cancelled, extended or paused.
- It can only be used by the individual whose name is associated with the pass at the time of purchase.
- Full payment is required at the time of purchase.

Check-In Requirements

- Passholders must "check-in" at the front desk upon arrival.

Pass Expiry

- The Pass expires after 10 visits or 12 months, whichever comes first.
- No refunds or extensions will be granted for unused visits or expired passes.

Membership Benefits

- 10 Visit Pass holders are not considered members.
- They are not entitled to benefits or discounts applicable to members of Urban Jungle Indoor Rock Climbing.

Equipment Costs

- 10 Visit Passes are only valid for entry.
- Any equipment hire is a separate cost unless you have purchased a 10 Visit Pass that explicitly includes entry and equipment.

Specific Provisions

It is possible for members to pause their memberships for reasons such as travel, work and illness. This can only be done in person. Any time accrued during this pause is added to the end of the nominated membership. Pausing is not available for Upfront memberships, or 10 Visit Pass holders as 10 Visit Passes are not considered as Memberships

Urban Jungle Indoor Rock Climbing may modify these terms at its discretion, with notice to Members.

Urban Jungle Indoor Rock Climbing reserves the right to revoke Memberships or Passes if it is found to be used fraudulently or in violation of any terms and conditions.

By purchasing and using the above Memberships and 10 Visit Passes, the purchaser acknowledges that they have read, understood and agree to comply with the terms and conditions outlined herein and in accordance with Urban Jungle Indoor Rock Climbing's waiver. Failure to comply with these terms may result in the cancellation of your Membership or 10 Visit Pass with no refund.