



## 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 to hire equipment and 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**

12 Month Fixed memberships cannot be cancelled, refunded or transferred.

After the agreed 12 month period has expired, fixed memberships will auto renew month by month until the member cancels this membership. Membership cancellations can only be done by emailing: [admin@urbanjungleirc.com](mailto:admin@urbanjungleirc.com). Once this email has been received a confirmation email will be returned, this email will outline your last payment date. Please note that cancellations require a period of 30 days notice.

### **12 Month Flexi**

Members on the 12 month flexi membership cannot be cancelled, refunded or transferred.

Memberships are able to be cancelled anytime after 3 months. Please note that cancellations require a period of 30 days notice. Cancellations can only be done by emailing: [admin@urbanjungleirc.com](mailto:admin@urbanjungleirc.com). Once this email has been received a confirmation email will be

returned, this email will outline your last payment date. Please note that 12 month flexi memberships are auto renewing.

### **12, 6 & 3 Months Upfront**

The 12, 6 and 3 Month Upfront memberships cannot be cancelled, refunded or transferred. Memberships require full payment and start on the day of purchase. The 12, 6 and 3 Month Upfront memberships auto expire at the end of their term.

### **10 Visit Pass**

The 10 visit pass is valid for 10 visits to climb at Urban Jungle Indoor Rock Climbing. The pass is not transferable or refundable. The pass expires after 12 months and full payment is required at the time of purchase. 10 visit pass holders are not considered members, and as such, are not entitled to benefits or discounts applicable to members of Urban Jungle Indoor Rock Climbing. 10 visit passes are only valid for entry, any hire equipment is a separate cost.

### **Special Conditions**

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.