

Membership Terms and Conditions

- By purchasing this membership, you acknowledge that you will adhere to Hardrock's centre rules, policies, terms and conditions. Failure to adhere to such conditions may result in your access to the Hardrock Climbing venues being revoked or temporarily suspended.
- All memberships are non-transferable from the person identified as the membership holder (member) at the time of sale.
- Adult members are required to have an identification photo of them recorded in their customer profile.
- In the event of Governmental / Health Orders requiring venue closure, memberships will be automatically suspended for the duration of the closure and automatically restarted following this. Due to the unforeseeable nature of these events, further information would be provided to members in the event of this occurring.

All Membership Entitlements:

By purchasing a Hardrock membership, the member is entitled to:

- Unlimited climbing at all Hardrock Climbing venues during business opening hours for the duration of the membership
- 15% discount on all full-priced items stocked in Hardrock's gear shop (excludes Hardrock merchandise).

Weekly Instalment / Direct Debit Membership Terms:

As a condition of membership, you acknowledge and understand that:

- Payments will be debited to an account or card of your choosing on a weekly basis.
- Payments will be processed by an external company (Stripe Inc.). Accordingly, all payments will be subject to Stripe terms and conditions.
- Memberships are rolling and ongoing with no fixed end date from the purchase date, with a minimum total payment specified in the product description.

Termination

- A minimum of 5 business days notice of membership termination must be sent in writing to memberships@hardrock.com.au
- Payments will continue to be collected until the termination date, and will be pro-rated if the termination date does not align with the normal payment schedule.
- If the minimum total payment has been met, the membership will be cancelled on the date requested.

If the minimum total payment has not been met, the remaining balance (minimum total payment minus payments made to date) will be invoiced to the customer for

payment (alternatively the customer may choose to continue the membership/payments until the minimum total payment has been paid).

- Hardrock Climbing reserves the right to recover any outstanding amounts owing through a third-party collection agency.

Suspensions:

- Direct debit memberships can be suspended for a maximum of 8 weeks per calendar year, with each suspension being a minimum of 1 week in duration.
- Suspensions can not be made retrospectively.
- If you require a longer period of suspension due to an injury that prevents you from participating, this may be granted on receipt of a medical certificate and at the discretion of the venue management team.

Payments

- It is your responsibility to update your payment details due to Expired, Lost or Cancelled Credit Cards. To update Payment details (new card, bank account or expiry date etc.) visit the [Stripe Member Portal](#).
- In the event your Direct Debit membership payment is rejected by your financial institution you will be charged a \$5.00 Rejection Fee for each failed payment.
- If your account falls into arrears your membership entitlements will be suspended until the account has settled.
- If you stop your direct debit payments externally through your financial institution without cancelling your membership as per this agreement, you will continue to be liable for your membership fees until you request termination.

Upfront Payment Membership Terms:

- Memberships are strictly non-transferable nor refundable, redeemable for cash or credit even if cancellation is requested.
- Memberships may only be suspended for up to one month, after which they will automatically be restarted.
- 6 - Month Memberships may be suspended for up to 4 weeks in total, with each suspension being a minimum of 1 week in duration.
12 - Month Memberships may be suspended for up to 8 weeks in total, with each suspension being a minimum of 1 week in duration.
- Suspensions can be requested by emailing memberships@hardrock.com.au.
- Suspensions will not be made retrospectively.
- If an injury has occurred, on receipt of a medical certificate, and at the discretion of management, an extended period of suspension may be granted.
- If in the event you become sick or injured and are no longer able to partake in climbing activities, on receipt of supporting documents from a qualified medical practitioner, a partial (pro-rata) refund may be granted at the discretion of the venue management team.

The above membership terms are effective on all memberships purchased after 01/06/2024.