

Hardrock Youth & Junior Climbing Club Terms & 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.
- Any unsafe or antisocial behavior will not be tolerated and will be referred to parents/guardians of those involved.
- 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.
- Hardrock reserves the right to discontinue or make changes to Climbing Club memberships and programs at any time.

All Membership Entitlements:

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

- Unlimited climbing at all Hardrock Climbing venues during business opening hours while membership is active.
- Attend one (1) Junior Fundamentals, Youth Development, Youth Advanced, OR Youth Technical coached lesson, OR two (2) Youth Performance coached lessons per week.
- 15% discount on all full-priced items stocked in Hardrock's gear shop (excludes Hardrock merchandise).

Gear Hire

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

- Gear hire (shoes & harness) are complimentary for Junior Club members, and Youth Club members in Development classes only.
- Shoe hire is subject to size availability.
- All participants in Youth Advanced, Technical and Performance must have their own padded sit harness (and locking karabiner if leading).

Coached Lesson Times:

Upon signing the participant up for their allocated coached lesson time, I accept that:

- Participants may only attend their allocated coaching lesson.
- No make-up lessons will be provided if a coached lesson is missed for any reason.
- No refunds or credits will be offered if a coached lesson is missed for any reason.
- Participants may only move to different coached lesson times if a place becomes available and is offered by Hardrock management.
- Coached sessions ordinarily scheduled on public holidays may be cancelled, in which case an optional (complimentary) suspension will be made available.

Weekly Installment / 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.
- A **minimum 4 week term** applies to all climbing club memberships.

Joining Fee

- A one-off \$35 joining fee applies on sign up which includes a Hardrock Youth Team T-shirt. Please select size when signing up.

Termination

- A minimum of 5 business days notice of membership termination must be sent in writing to coaching@hardrock.com.au
- Payments will continue to be collected until the termination date.
- If the minimum total payment (4 weeks) has been met, the membership will be cancelled on the requested date where 5 business days notice is given.
If the minimum total payment (4 weeks) has not been met, the membership/payments will continue until the minimum total payment has been paid, and the holder will continue to have access to membership benefits during this time.
- Hardrock Climbing reserves the right to recover any outstanding amounts owing through a third-party collection agency.

- Where a membership is terminated, the participant will be required to join any pre-existing waiting lists should they choose to re-commence their membership at a later date.

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 the membership holder from participating, this may be granted on receipt of a medical certificate and at the discretion of the venue management team.

Optional (complimentary) Suspensions - Youth Club:

Optional suspensions are offered during the summer school holiday period when there are no coached sessions running. An optional suspension is an available suspension that does not count towards your regular yearly suspension allocation.

- Optional suspensions are **NOT** applied automatically, **you must inform us in writing** at coaching@hardrock.com.au if you wish to use the offered optional suspension.
- If you do not express in writing that you would like to use the optional suspension, the membership will roll on so that the holder can continue using the gym and other membership benefits.
- It is your responsibility to suspend your membership as strictly **no refunds or credits are given** if you fail to do so.

Automatic Suspensions (Junior under 11's Club Only):

- Junior Climbing Club memberships are suspended automatically during Victorian public school holiday periods.
- If you wish to keep your membership active throughout school holidays to continue using the gym, you must inform us in writing at coaching@hardrock.com.au
- Attending the gym during a period that your membership is suspended will incur regular casual entry fees.

Payments

- It is your responsibility to update your payment details due to Expired, Lost or Canceled 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 cancellation.

The above membership terms are effective on all memberships purchased after 12/06/2024.