

Membership Terms and Conditions

The following terms and conditions cover the Membership options offered by Stronghold and The Arch climbing centres. Please read these carefully before purchasing a membership.

1. Definitions

Registered Climber – An individual who has read the Terms and Conditions of Use, completed a waiver form and provided contact information and photo identification.

Pre-Paid Membership – Pre-paid entry for a set term e.g. one month, six months, or a year.

E-Billing Membership – An authorised monthly recurring payment from a debit or credit card.

2. General

Each individual climber can have only one registered account. A registered account can only have one type of membership option at any time.

Stronghold reserves the right to change entry, membership and punch card fees at any time. We will notify customers in advance of any changes via our website and through posters in the centre.

For any enquires or requests regarding memberships please email info@thestrongholduk.com for Stronghold Tottenham Hale memberships, londonfields@thestrongholduk.com for Stronghold London Fields memberships, and info@archclimbingwall.com for The Arch Bermondsey (Building One) and The Arch Surrey Quays.

All E-Billing and Pre-Paid Members can bring one friend for free per month.

3. E-Billing Membership

Payment Date – Payments are taken on the 1st of every month. If the payment card is declined, new payment details need to be given.

Payment Declined - Any declined payments will still be outstanding and may be added to the member's account for processing at the next billing date.

Expiry – There is no expiry for E-Billing Membership, we will continue to take payments from your card until you notify us.

Cancellation – You must notify us before the last day of the month if you want to cancel your e-billing membership.

Cancellation requests must be sent via email.

Please contact;

Stronghold Tottenham Hale – info@thestrongholduk.com

Stronghold London Fields – londonfields@thestrongholduk.com

The Arch Bermondsey (Building One) and The Arch Surrey Quays – info@archclimbingwall.com

E-Billing Memberships are subject to a minimum term of one full month before an E-Billing Membership can be cancelled.

Freezing – E-Billing Membership cannot be frozen.

Transfers – E-Billing membership entry can only be used on your account.

Refunds – Payments made for E-Billing Memberships are non-refundable.

Concession Future Dues Change – If you are on a concession EFT, the date your concession ID card expires, your EFT will automatically convert to full price the following month.

4. Pre-Paid Membership

Expiry – Your membership will expire at the end of the purchased term.

Freezing – You may freeze your membership for a minimum of 2 weeks and for a maximum of 4 months. You may only freeze your membership once every three months.

Transfers – Pre-paid memberships are not transferable.

Refunds – Fixed term memberships are non-refundable.