



Calshot Climbing Wall Premium Membership
Direct Debit Application Form

Price fixed @ £40 per month

Premium membership benefits

- 10% off courses @ Calshot
- 10% off purchases in the café
- A FREE drink every month in the café
- A FREE climbing guest pass each month
- Unlimited use of The Wall (when open) with no extra cost

Premium membership direct debit applications can be made by Adult, Youth or Junior members of Calshot Climbing Wall. If you are not currently a member you must also complete a Climbing Wall membership application form.

Title: ___ First Name: _____ Surname : _____ DoB : __/__/__

I have read and agree to the Direct Debit Membership Terms and Conditions.

Signed _____ Date _____

Please complete the Direct Debit Mandate attached.

Privacy Notice

The personal data you provide will be treated in accordance with Data Protection Legislation.

Your data will only be used in connection with your Calshot Climbing Wall registration / application to manage Centre operations. We may share your information with our third party processors Gladstone MRM Ltd in order to provide the Climbing Wall service to you.

HCC will retain this data for 7 years plus current as it includes a financial transaction.

The legal basis for our use of this information is Performance of a Public Interest task.

You have some legal rights in respect of the personal information we collect from you. Please see our website Data Protection page for further details: www.hants.gov.uk/dataprotection

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

* Please see attached terms and conditions for full details

If the normal annual renewal falls due whilst you are a direct debit member this will be renewed free of charge.



Calshot Climbing Wall Premium Membership Direct Debit Terms and Conditions

FOR KIOSK AND OFFICE USE ONLY

Registered climbing wall member Yes / No If no, a climbing wall membership application form must be completed

OFFICE USE Date Direct Debit subscription added: _____

FOR KIOSK First Direct debit date (from chart): _____

FOR KIOSK Initial payment amount taken(from chart): _____

Pease **attach duplicate gladstone ONLY receipt (not credit card receipt)** for initial payment and **direct debit mandate**.



Calshot Climbing Wall Premium Membership Direct Debit Terms and Conditions



Hampshire
County Council



Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

**Hampshire County Council
The Castle
Winchester
Hampshire
SO23 8UB**

Name(s) of account holder(s)

Bank/building society account number

Branch sort code

Name and full postal address of your bank or building society

To: The Manager Bank/building society
Address

Postcode

Reference

Service user number

2	7	7	3	5	7
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Please Complete Section Below

Name: _____

Address: _____

Post Code: _____

Telephone: _____

email: _____

Instruction to your bank or building society

Please pay Hampshire County Council Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Hampshire County Council and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account

DD11

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Hampshire County Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Hampshire County Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Hampshire County Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when Hampshire County Council asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



Calshot Climbing Wall Premium Membership Direct Debit Terms and Conditions

1. Should you cancel your membership within 10 days of application, we guarantee your money back, minus the cost of any sessions already used.
2. Direct debit instructions are not accepted on bank accounts for children under 18yrs. These customers must provide the account details of their parent/guardian who must sign this form as authorisation for the mandate and as acceptance of the terms and conditions. When the member wishes to pay for the membership from their own account, a new application form/direct debit instruction will be required. If this does not occur, fees will continue to be collected from the parent/guardian's account. Where written confirmation is received from the bank account holder cancelling the agreement after the member reaches 18yrs and the 3 month commitment has been completed, if no new bank details are received by the centre, the membership will be terminated.
3. Non-payment of your direct debit will automatically render your Climbing membership card invalid.
4. The Centre reserves the right to amend the Opening times of the wall. There will be no refund or adjustment to the fee where facilities and/or equipment are unavailable for use by members.
5. Unlimited use is subject to space being available.
6. On **arrival** for your session you **must** have your Climbing membership card swiped at reception. Failure to do so may result in an additional charge.
7. No refunds will be given.
8. Your account will be debited on or near the 5th day of each month.
9. Payment of the first instalment, up to the date the first direct debit payment will be debited from your account, will be calculated pro rata and must be paid by cash, cheque or card at the time of joining.
10. Usual Centre conditions of use and rules apply to all direct debit members. Conditions of use and rules are available at reception.
11. **Fixed price promise (FPP)**, Calshot Activities Centre will hold the of the direct debit at the current rate until 5th March 2024 for direct debit members providing there is no break in their membership.
12. Fees and FPP end date are reviewed annually, and may be amended. Price increases and fixed end date changes will take effect immediately for all **new** customers.
13. At the end of the FPP customers will revert to the price and Terms and Conditions relevant at the time.
14. Where direct debit membership is brought to an end by the customer the FPP ends with it. If the same customer wishes to restart their direct debit membership then it would be at the price and Terms and Conditions relevant at the time.
15. Non payment of the direct debit will be considered as a termination of membership and FPP by the customer unless payment by other methods is received within 2 weeks of the direct debit due date.
16. Calshot Activities Centre reserve the right to amend and/or withdraw the FPP at any time. All members currently benefiting from the FPP will continue to pay the fixed rate for as long as they continue to be a paid up member. Only new customers would not receive the FPP.
17. The FPP cannot be transferred to any other person or member of the centre.



Calshot Climbing Wall Premium Membership Direct Debit Terms and Conditions

The Direct Debit will be collected on behalf of;

Calshot Activities Centre
Calshot Spit
Fawley
Hampshire
SO45 1BR

by

Hampshire County Council
The Castle
WINCHESTER
SO23 8UB

NB The direct debit will show in your bank statement as Hampshire County Council.

All correspondence regarding your direct debit should be sent to Calshot Activities Centre at the above address.

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