



Gorilla Climbing Gym
(Trading name of Blueprint Climbing Pte Ltd)
750B Chai Chee Road
Viva Business Park
#01-02 Singapore 469002
Co. Reg. No.: 201508441M
Tel: (65) 6243 0386
www.gorillaclimbing.com



Gorilla Pass

Unlimited entry
*subject to availability

\$100.00
initiation fee

+

\$60.00/mth
Monthly Subscription

Fill Up Form
Fill up the Initiation Form over the counter.
Read the FAQs and clarify any doubts with our staff

Activate Account
Pay Initiation Fee + Pro-rated fee for first month
*refer to Gorilla Pass FAQ for billing details of following months

Climb On!
Scan your Gorilla member tag to check in and start climbing!

GORILLA PASS

Q1 What's the Gorilla Pass?

Responding to innumerable requests from our community, we've created the ideal season pass offering the best deal for frequent climbers. Adults climbing more than **3** times per month, and for youths under 18 (*as well as NSF and Tertiary Students under 26 years*) climbing more than **4** times per month, this is by far the most economical way to get your climb fix!

Q2 What's the damage?

It's a *one-time non-refundable* initial registration and processing fee of \$100.

Thereafter, it runs on a recurring monthly subscription of \$60. Pass holders are allowed unlimited, unfettered access to our gym. No queues, no barriers, no restrictions.





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Purchase and Billing

Q1 How do I sign up?

- Download and fill up our "Initiation Form"¹.
- Submit it via email to enquiries@gorillaclimbing.com with the header **[Gorilla Pass: Sign Up]** or,
- Drop off the form in person with our counter staff.
- Once the form is submitted, approach our counter staff to pay the \$100 *Initiation Fee* + the first month's subscription fee pro-rated.

Q2 What payment methods are available?

We only accept Credit Card as a payment option. We will request your credit card details and bill you on a monthly basis.

Q3 What happens if my credit card payment does not go through?

You will receive an email from enquiries@gorillaclimbing.com if your credit card deduction does not go through. We will give you a grace period of 7 days to pay over our counter or via internet banking otherwise your account will be terminated. A completely new application must be made if you wish to re-join. Do note that the non-refundable \$100 initial Registration / Processing Fee will also be charged anew.

Freezing of Subscription

Q1 I am going to be away for a few days / weeks / months. May I freeze my subscription?

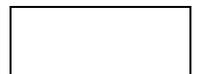
Yes you may freeze subscription for a minimum of 2 weeks and up to a maximum of 3 months.

Q2 How do I request for a freeze?

Notify us via email by the 20th of the preceding month. Freezing will commence on the first day of the following month. Email enquiries@gorillaclimbing.com with the header **[Gorilla Pass: Freeze]** to submit your request. Requests sent in after the 20th will result in pass holder being billed the next month and no refunds will be made.

¹ Initiation Form:

<https://gorillaclimbing.com/wp-content/uploads/2017/11/Gorilla-Pass-initiation-form.pdf>





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For medical freezes, email enquiries@gorillaclimbing.com with a copy of your doctor's letter or medical certificate indicating the period that you are unable to climb. We will process requests on a case-by-case basis.

Q3 Is there a fee I need to pay for freezing my account?

Maintenance of frozen accounts will be charged at \$10/month. Charges will be waived for freezes relating to medical issues when evidenced by doctor's letter /medical certificates.

Q4 How do I make payment for the freeze fee?

Regular monthly billing will continue at the freeze rate of \$10 / month. You may settle payments with our counter staff when you resume climbing.

Q5 How do I unfreeze my account?

When you are ready to climb again, just check in with our counter staff. You will just need to pay the prorated amount for the remaining days of the reactivated month.

Q6 What happens to my account when it is frozen for longer than 3 months?

If accounts remain frozen for 3 months (except for medical related freezes), your account will be automatically Terminated.

Q7 How does the freeze work?

Let's assume you will be away from 22nd December to 15th January. You plan to climb on 17th January. To freeze your account, you need to:

- submit an email to enquiries@gorillaclimbing.com with the header **[Gorilla Pass: Freeze]** on or before 20th December, for the freeze to take effect for the month of January
- on 1st January, your account will be charged a \$10 freeze fee for the month of January
- when you resume climbing on 17th January, just check in and inform our counter staff to reactivate your account
- you will then pay the prorated amount for the remaining days of January to reactivate your account
 - assuming 31 days in January, the prorate will be $\$60 / 31 = \1.94 per day.
 - prorated payment due in this scenario will be the 15 days remaining in January x $\$1.94 = \29 .





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Termination of Account

Q1 How do I Terminate my account

3 ways:

- Miss a monthly payment
- Freeze your account for more than 3 months
- Email enquiries@gorillaclimbing.com with the header **[Gorilla Pass: Termination]** on or before the 20th of the preceding month otherwise your credit card will be charged on the 1st of the following month.

Q2 If I have Terminated my account, and then decide to re-join, do I have to pay the \$100 Initiation Fee again?

Yes, this will be treated as a fresh application, and the non-refundable \$100 Initial Registration / Processing Fee will apply.

Miscellaneous

Q1 Is the Gorilla Pass Transferrable? May a friend use it?

The Pass is in your name, and is non-transferable. No one else may use your pass. If there is evidence to show that Passes have been shared contravening stated terms and conditions, your account will be terminated and cancellation fees applied (*refer above to section pertaining to "Termination of Account"*).

Q2 What happens if I lose my Gorilla Climbing Gym membership tag?

The replacement fee is \$5.00

**Gorilla Climbing Gym reserves the right to change its terms and conditions of the Gorilla PASS with ample notice served.*





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Liability Releases, Waivers, Disclaimers, Assumption of Risk and Responsibility

The small print that you really must read, understand and accept.

I enter this agreement entirely of my own volition, with thorough appreciation of what it entails and of its gravity. I have had ample time and opportunity to peruse, comprehend and consent to the following terms and conditions stated herein.

By registering for and subscribing to the "Gorilla Climbing Pass", I recognise and acknowledge that I am entering into a legally binding agreement. I attest that I am cognisant and wholly accepting of the terms and conditions set forth below.

1). I recognize that the nature of the sport of climbing and all accompaniment activities; such as bouldering, top rope / lead / speed, outdoor climbing, all related conditioning and training regimes etc, carry with it significant inherent risks which may result in short / long term illnesses, injuries (e.g. permanent disability, incapacitation), including death, as a result of either known / unknown intentional malicious intent, unintentional mishaps (caused directly or indirectly by Gorilla Climbing Gym staff, other climbers, spectators, participants, chaperons, domestic maids, or passer-bys), or Acts of God occurring in, at or around our climbing gym facility located at 750B Chai Chee Road, Viva Business Park, #01-02 Singapore 469002 (a business owned by *Blueprint Climbing Pte Ltd*).

2). In full appreciation of the aforementioned, I willingly assume all risks and hereby waive my right to pursue legal options seeking compensatory remedies of any kind for physical, mental, material, or personal property damages. On behalf of the minors in my charge, I also agreed to discharge and waive all rights referred to in (1).

3). I hereby attest that I and / or the minors in my charge, are legally, mentally and physically capable of engaging the activities described in (1), and that I / we voluntarily assume full responsibility of the risks aforementioned in (2). It is my solemn declaration that all the information I have provided in this application, to be true and accurate.

I signed this agreement on this day _____, witnessed by

_____.

Gorilla Pass Owner Name:

Witness Name:

Signature:

Signature:

Date:

Date: