



# Clip n Climb Leeds

## PASSPORT TO CLIMB

### INTRODUCTION:

Your Passport to Climb is our new loyalty card exclusively for Clip 'n Climb Leeds customers.

Within it, there is over £45.00 worth of rewards for your family to enjoy.

This weekend 27/05/2023-28/05/2023 these are free to any family who comes and climbs with us, after this they will be £2.50 each with a free drop slide token on your first reward stamp!

Whenever you come and climb with us, **remember to bring your passport** with you; we will stamp it with our stamp and input your booking reference. These passports are non-transferable between families so we will check to make sure all the booking references match up on your passport to your previous bookings.

You can claim stamps all year round on any **full price peak climb**. Unfortunately, we cannot provide stamps for parties and group visits. You can claim a maximum of 5 stamps per regular booking.

You can only claim stamps for your current booking, we are not able to backdate stamps so please remember to bring your passport to each booking to get the most out of your rewards!

We are not able to replace lost passports and the stamps within, you will be required to buy a new one for £2.50 and start your stamp collection over.

Rewards granted cannot be changed or switched however there is a choice on the drinks reward and tray bake reward. We can also make our pizzas and garlic bread gluten free and dairy free for anyone with any dietary requirements or allergies. Rewards are issued in numerical order from 1- 9

**Upon completing your passport**, you will receive a free climb. For this we issue you with a code to use on our online booking system, this will be written on your passport. We are not able to retrieve lost codes for free climbs for anyone who loses their passport. We strongly recommend saving this code into your phone for future use.

### TERMS AND CONDITIONS:

1. One passport per family (It will fill up quicker this way!)
2. Passports are **NON-TRANSFERABLE** between families; we will check the booking references on your passport to your previous bookings to ensure they match. Any mismatches will mean no stamps are provided.
3. You cannot claim stamps on another family's behalf.
4. Passports need to have the front fully filled in to be valid.
5. The expiry date will be filled in by a member of the reception / management team on issue.
6. Stamps cannot be collected on party or group visits.
7. You can claim a maximum of **5 stamps per visit**.
8. Rewards cannot be changed or substituted – we can cater for most allergies and dietary requirements, please speak to the Woodpeckers staff for more details.
9. **Garlic bread and margherita pizza rewards are for our standard 12" pizzas. Gluten free versions are smaller than this due to the bases.**
10. Lost passports and therefore lost stamps **CANNOT** be replaced or reimbursed.
11. Stamps cannot be backdated onto previous bookings; you must **bring your passport** to your booking to claim your rewards.
12. Free climbers (Carers & support staff) do not count towards your stamp count.
13. Stamps can be claimed on **FULL PRICE, PEAK** sessions **ONLY**. (Toddlers included)
14. Off peak climbs do not count towards your loyalty stamps.



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15. You **MUST** get your passport stamped at reception on arrival for your session.
16. Passport to Climb is valid at Clip 'n Climb Leeds ONLY. We cannot stamp for visits or bookings made for other Clip 'N Climbs.
17. Passports are £2.50 each and are non-refundable.
18. Passport to climb is valid for 12 months from date of issue.
19. Passports are **NON-EXTENDABLE**.
20. Free climb final reward will be issued in way of a unique code for our online booking system. This code will be written on your completed passport. Clip 'n Climb Leeds IS **NOT ABLE** to retrieve these codes once they are written down.
21. Free climb codes are valid at Clip 'n Climb Leeds ONLY.
22. Lost climbing codes for the passport to climb **WILL NOT** be replaced nor reimbursed. We strongly recommend keeping this code in a safe place until use.
23. **Free climb codes will be valid for 3 months from issue and WILL NOT BE EXTENDED. (You can use these codes to book months in advance)**
24. Rewards are issued in numerical order from 1 – 9. No exceptions.
25. Clip 'n Climb Leeds is not responsible for your passport once purchased from us.
26. Rewards can only be returned in **EXCEPTIONAL CIRCUMSTANCES** and must go through a manager. (This includes drop slide tokens)
27. Drop slide tokens can be taken away from the centre and used on your next visit.
28. If it is deemed that there is a problem with the reward provided it will be re-made. No 'money back' will be provided in these circumstances.
29. At busy periods, pizzas will take longer to cook and prepare. We recommend ordering these with the diner as soon as you have the stamp to avoid longer wait times. (You can always pre-order food for your climb finish time!)
30. **Hot drinks available** consist of – Americano, Latte, cappuccino, Flat White and tea **ONLY**. Syrups are charged as extra.
31. **Tray Bakes included are** GF Millionaire Shortbread, Vegan Oreo Tiffin, Oreo Brownie, and Chocolate Flapjack **ONLY**.
32. Passport stamps **cannot be claimed on bookings using a discount code**. This includes MAX cards and home education sessions.
33. Any customers found to be **abusing the loyalty passport** will have their passport removed, rewards void, and account flagged.
34. **Disregarding the rules of the facility or abusing our staff will result in your passport being revoked and being asked to leave the facility. Rewards will be void and account flagged.**
35. Clip 'n Climb Leeds reserve the right to stop the loyalty passport at any time.
36. Rewards value is correct at the time of publication and prices may change.
37. Free climb voucher is valued at the current cost of 1 general climb, prices are subject to change.
38. **Clip 'N Climb staff have the final say regarding stamps.**