

Membership agreement

Provider of service:

Oulu Climbing Center, FI25213598
Paakakatu 7
90520 Oulu

Agreement period and billing:

Customer agrees to a one year (12 months) membership with the service provider. The agreement is valid indefinitely. You can choose to pay the membership fee in one settlement (12 months), two settlements (6 months) or four settlements (3 months).

The billing will start at the beginning of the month you've signed the membership agreement if it's been signed before the 15th day of that month. Otherwise the billing will start on the first day of the next month. The billing can also start in a way not defined above in case of prepaid memberships or special offers.

Termination of agreement by customer:

After one year of membership a customer can terminate their membership with a one month notification time without additional costs. Notification must be done by email before the start of the next billing period.

In the case customer has a medical certificate regarding an injury that prevents the use of service or moves away from the Oulu region they can terminate their membership without additional costs or requirements. After terminating the contract, the customer won't be able to sign a new membership contract for the next 6 months.

Customer can freeze their membership with a medical certificate or some other valid reason (the decision will be made case by case), until they can continue climbing safely.

If a customer wants to otherwise terminate their membership they will have to reimburse the service provider for the benefits earned during their membership. The benefit earned will be counted from the difference of price regarding the current list price of a month and the price of a month of the customers current billing plan.

Eg. a customer has been a member for 7 months and wants to terminate their contract. The membership has a one month notification time so the customer has benefitted from 8 months of membership. The customer has paid the membership in one settlement (12 months) so the price of a month is 50 €. The list price for a monthly card is 75 €. The customer will have to pay the service provider $8 \cdot 75 \text{ €} - 8 \cdot 50 \text{ €} = 200 \text{ €}$ as reimbursement for the benefits earned.

In conclusion the customer can terminate their membership agreement in the middle of the term but will have to reimburse the provider for the benefits earned. The customer must notify the provider by email.

**Termination of membership by the service provider:**

The service provider can terminate the agreement immediately if the customer violates these terms or the general terms of use regarding Oulu Climbing Center facilities. In this case the provider of service will follow the rules of reimbursement on the benefits earned. Otherwise the termination period of membership by the service provider is one month.

The use of facilities outside of opening hours:

The member is allowed to use the OKK Boulder facility outside of opening hours. The Boulder is available for use 24/7 with the exceptions of competition preparations or other larger events. In these cases the members will be notified in advance by email and on the notification board. Each member will get their personal link for opening the door. Opening the door will mark an entry for the member.

Obligation to declare:

The customer is obligated to notify the service provider in case of changes to their contact information.

Service provider is obligated to notifying the customer of any changes to rules or terms (by email). The current terms and rules are available for reading at the front desk of Oulu Climbing Center.

The use of customer information:

You will find information on how your personal information is used in Oulu Climbing Centers GDPR. The GDPR is available for reading on our website and at our front desk.

Member benefits starting 15th of January 2024:

- Unlimited climbing during opening hours
- 24/7 access to OKK Boulder
- 10 % discount on the climbing shop equipment (café products not included)
- Basic and lead course for 60 € (115 €) *monthly card not included.*
- Bouldering course for 99 € (125 €)
- Belay cards for 8 € / card
- All coffees in café for 1,5 € / 2 €
- Member events
- A logo product when you begin your membership
- A locker from rope hall/boulder for 10 € *valid for the duration of membership*
- 50 % discount on crash pad rental (starting 10 €/weekday)
- Reenis gym membership 15 €/month