

Memberships

What happens to my existing membership?

All existing memberships will remain on freeze during this period. We will be recommencing memberships once we are given the all clear to open again as per normal operation. We will communicate further when this happens.

When will my membership recommence?

When the Government and health authorities provide updated information allowing for regular opening conditions, we will then assess a re-commencement date for memberships.

Why do I have to pay full price when I'm a member?

Memberships are not valid during this period. As we are only running instructor-led courses and classes, we have opted to offer reasonable flat rate offering for equality across all participants.

Why can't you offer anything else for members?

Members get early access to book online. However with limited operating conditions, we felt there was little we could offer members inline with your usual benefits. We don't want to compromise the value of our memberships during this time and thus have chosen to go with this process.

Why is the general public being given the opportunity to book over members who have held memberships for multiple years?

Members received early access to book online. Outside of this, we need to ensure that we are filling our courses as much as possible. Providing a priority under this system would provide too many complications for enrolments and bookings.

Summit Academy & Youth Climbing Members

Do I have an existing credit for the sessions you are running?

The Phase 2 courses are standalone offerings and are running on an as-paid basis. If you feel that you require a credit for missed classes after our forced closure then please get in contact with us. However, we sincerely appreciate your support of the business during this difficult time.

Youth: Can I still use the 15% sibling discount to enrol multiple children onto a course?

Yes, however, this function is not available through the online booking system. Please contact us on 9248 7035 to take advantage of this and book in.

Course Enrolments

I've enrolled and paid for a course, when will I be able to undertake the course?

We will be reviewing Government and health authority guidelines and stages as they are released. We intend to reschedule our courses once 'normal' re-opening conditions are allowed.