



Frequently Asked Questions

1. What will happen to my credits with Climb Asia (CA)? Can I still use them for entry when Ground Up (GU) takes over?

Credits from your CA membership will be transferred to your new GU account. Credits can still be used to gain entry when GU takes over the management of the climbing centre in Club CSC @ Tessensohn.

2. Do I need to convert my Climb Asia membership card to a Ground Up membership card? Will there be any conversion fee to pay?

The CA membership card will still be recognized and accepted up till a certain time. Thereafter, there will be a one-for-one exchange for GU’s membership card with no conversion fee.

3. Do I need to fill up a new indemnity agreement with Ground Up?

Yes. GU will be sending an email with their online waiver form to all existing CA members. You can also fill up the online form on your next visit to the climbing centre after 1 May.

4. I have lost my Climb Asia membership card. What should I do?

If you are a CA member, you will be issued a new membership card by GU when you sign in after 1 May. Do be prepared to produce your full name and identification number for verification. There will be a card replacement fee should you lose the card again.

5. Will there be any increase in entry fees and season pass prices?

No, there will not be an increase in entry fee for now, except that the off-peak pricing for members will be scrapped. Minimum top-up for credits also remains at \$30.00 until 30 April. More updates to come from Ground Up.

1 day climbing pass	Member	Non-member
Adult	\$10.00	\$15.00
Students/ Youths	\$8.00 – applicable for climbers with student ID	\$10.00 – applicable for youths under 18 yrs only

Other fees that remain unchanged:

- Ground Up Membership:
 - One-time application fee for the public: \$60.00
 - Civil Service Club member’s application fee: \$24.00
- Ground Up Season pass prices
 - 12-month - \$700; 6-month - \$400; 3-month - \$210; 1-month - \$80.00

6. I am an annual season pass holder. Will I get to keep my locker?

Yes, if you already have a locker assigned to you. As there is a limited number of lockers currently available, new season pass applicants will be put on a waiting list if a locker is not immediately available.

7. Will the climbing gym undergo any renovations?

There are no plans for renovations right now.

8. I've noticed that part of the bouldering wall now has kids-friendly routes. Will more climbing and bouldering routes be altered to suit children?

Just one face of the bouldering wall on Level 2 will include child-friendly elements. The GU team will strive to ensure that there are a variety of routes to cater to different levels of climbers. They would love to hear from you in future – please feel free to write to them at enquiries@groundupsg.com!

9. Will I still get to enjoy discounts for Ground Up's climbing courses and workshops?

Yes! A discount of up to 20% on climbing courses and workshops will still apply for CA members.

10. I've booked an event with Climb Asia or signed-up for a climbing course/workshop happening in May or later – is it still happening?

If you have made a deposit for your event, OR paid in full for the workshop or course, OR have received a confirmation of your booking from Climb Asia, the workshops and climbing courses will still take place as scheduled.

11. Will the Pro Shop still be around? Will I still get to enjoy discounts for purchases made in the Pro Shop?

Yes, and yes! Both GU and CA members will get discounts when making purchases (except for consignment products). There will be slight changes to the operational hours of the Pro Shop – we'll update you again on this!

12. How do I opt in or opt-out of Climb Asia's or Ground Up's mailing list?

As a member of CA your contact information, along with your membership credits, will automatically be transferred to GU by 1 May 2017. To unsubscribe from our mailing list, simply select click "Unsubscribe" when you receive the e-newsletter(s) in your email. This option available at the bottom of the e-newsletter.



13. Can I get a refund for my Climb Asia season pass or transfer it to someone else?

Season passes are non-refundable, and non-transferable.

14. Can I get a refund of my Climb Asia membership fee or transfer it to someone else?

Membership fee is non-refundable, and non-transferable.

15. Where can I get the latest updates from Ground Up from 1 May onwards?

For general information, please visit GU's website address is at www.groundupsg.com. For the latest happenings and updates, please follow their Facebook page <https://www.facebook.com/groundupsg/> and Instagram handle "groundupsg".

For other enquiries, feel free to write-in to Climb Asia (beta@climb-asia.com), or Ground Up (enquiries@groundupsg.com).

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