

**FILL OUT PARTS A AND B; FOR CONCESSIONARY DISCOUNTS FILL OUT PARTS A, B AND C
FOR ALL PARTS SIGN ON PAGE 2**

PART A PERSONAL INFORMATION OF THE CARDHOLDER

The completion of PART A of this form is mandatory

(COMPLETE IN BLOCK CAPITALS)

Title MR/MRS/MISS/MS/OTHER (please specify) _____

Surname _____ Forenames _____

Date of Birth _____ MALE FEMALE

Address _____

_____ Post Code _____

Are you a Newark and Sherwood Resident? YES NO

Tel (Home) _____ *Tel (Mobile) _____

*Email _____

(*if applicable)

PART B ABOUT YOURSELF

THIS INFORMATION IS VOLUNTARY, however it is used for equal opportunities monitoring and will help the planning of services. This information is kept private and confidential and will not be shared with anyone else. This information will be used to improve our services to members.

Do you consider yourself to have any of the following impairments?

- Physical Visual Hearing Learning Difficulties
 Multiple Health/ Other Not Specified

Are you:

- Retired In Full Time Employment In Part Time Employment Student
 Unemployed Child (under 16 years of age) Other

Please indicate the category that best describes your ethnic origin:

- White British White Other Irish African Caribbean
 Black Other Indian Pakistani Bangladeshi
 Asian Other African/White Caribbean/White Mixed
 Asian/White Mixed Chinese Any Other _____

PART C APPLICATION FORM FOR CONCESSIONARY MEMBERSHIPS

(To be completed by persons 16 years or over)

Please indicate which concessionary category you fall into - proof must be produced in line with the Business Unit's Pricing Policy every 6 months.

FULL TIME STUDENT (16+ and attending an educational establishment at least 21 hours per week)

Proof (both of the following)

NUS Card Written verification from college/university on official college/university headed paper

60+

Proof (one of the following)

Birth Certificate Passport Bus Pass

PEOPLE IN RECEIPT OF BENEFITS

Proof of eligibility (for one of the following)

Income Support Income based Job Seekers Allowance
 Working Tax Credit with free NHS costs (notification of Award from Inland Revenue + NHS Exemption Card)

PEOPLE LIVING WITH A DISABILITY

Proof of eligibility (for one of the following)

Disability Living Allowance Severe Disablement Allowance Incapacity Benefit

CARER OF ACTIVE CARD USER (including foster carer / nominated guardian for looked after children)

Proof of eligibility

Written verification of carer status from Social Services Relevant Active Card membership details

By signing here I accept that I have read and understood the Active Card terms and conditions and that the information I have provided is accurate.

Signed _____ Date _____

Signature of Parent/Guardian required for under 16s. (This form should only be signed by the child/young person's parent, guardian or carer who has legal authority to act on behalf of the child)

Legal relationship to child _____

We occasionally take photographs and video footage of participants and activities for publicity and website purposes. If you **do not** give permission for photographs/video footage to be taken and used by us, please tick the box.

DATA PROTECTION

All information collected on this form will be added to Newark and Sherwood Active Card databases and will only be used for administrative and marketing purposes. If you **do not** give permission to receive information about other products and services, please tick the box.

If you do not tick the box and decide later you do not want us to send you any information please contact leisure@nsdc.info

A LARGE PRINT VERSION OF THIS FORM IS AVAILABLE ON REQUEST

PRICES

1. Newark and Sherwood Active Cards are normally FREE OF CHARGE unless damaged by misuse then there will be a replacement charge of £2 for residents and £5 for non residents.
2. All prices are payable annually and are subject to an annual increase.

GENERAL

1. References to Newark & Sherwood District Council also include Southwell Leisure Centre Trust.
2. The Active Card is at all times the property of Newark & Sherwood District Council and Southwell Leisure Centre Trust and must be surrendered to the organisation on demand.
3. The Active Card is not transferrable and must be used only by the person for whom it was issued. If transferred it will be forfeited. **A PHOTOGRAPH FOR IDENTIFICATION PURPOSES WILL BE REQUIRED.**
4. All changes to personal details must be disclosed to Newark & Sherwood District Council.
5. Newark & Sherwood District Council reserves the right to refuse to issue or renew an Active Card.
6. The Active Card must be available for inspection at any time. If it cannot be produced or is in any way invalid, the full price for the activity must be paid without the right of refund.
7. The Active Card photograph must at all times be a true likeness of the holder. In the event of a change in the appearance of the cardholder, the Council reserves the right to request a new photograph or refuse admission.
8. Any loss of an Active Card shall be reported immediately to Newark & Sherwood District Council.
9. Any breach of these conditions will render the cardholder liable to forfeiture.
10. Completion and signature of the Active Card application form will be held to constitute acceptance of these conditions including requirement for a photograph.
11. Concessions may not apply in the following circumstances
 - a. Group bookings or room hire
 - b. When a person entitled to the concessionary rates shares an activity with a non-eligible person (i.e. squash, badminton bookings)
 - c. Courses
 - d. Sports pitches
 - e. Theatre performances and specialised workshops
 - f. Outreach and education programmes for the arts, heritage and sports development
 - g. Other items as specified in the published price lists/Inclusivity Pricing Policy
 - h. Ad hoc activities that do not operate across all sites and services
12. Facilities may be withdrawn or restricted from time to time to perform essential repairs and refurbishment - where possible two weeks' notice will be given. Other facilities in Newark and Sherwood may provide the same or similar facilities.
13. Sessions may be limited over Christmas and other holiday periods. Please see notices at the time.
14. To avoid disappointment, please pre-book all applicable sessions. Bookings may be made up to 7 days in advance. For certain courses/educational and outreach programmes, see information at the time. For cancellations, 24 hours notice must be given for casual bookings and 7 days notice in writing must be given for block bookings. Failure to do so will result in the full charge being applicable.
15. The minimum age to join ACTIVO (see separate leaflet for further information) is 16 years unless stated otherwise. The minimum age to join XPERIENCE is 2 years. Please note that the minimum age to access the XPERIENCE membership programme including classes, theatre and educational programmes will vary and be dependent upon programming.
16. Accredited 8 to 16 year olds may only use the family zone of the fitness suites during specified periods - contact the Leisure Centre for details. A certificate of competence may be required for this purpose.
17. Please note under 16s are not permitted to use free weights outside the family zone.
18. Newark & Sherwood District Council reserve the right to refuse entry and/or to withdraw membership at any time.
19. In the event of a class/session being cancelled or substituted for another class/session, unfortunately no refunds are available.
20. Newark & Sherwood District Council reserve the right to alter the programme of activities and services at facilities.
21. Use is subject to bookings and availability.
22. We reserve the right to change this agreement at any time. Changes will be displayed on the facility/venue notice board.

LOST, STOLEN AND DAMAGED CARDS

1. If the card needs to be replaced through normal wear and tear, a replacement card will be issued free of charge.

LIABILITY AND LOCKERS

1. If applicable all belongings should be kept in the lockers provided. All belongings are left at the customer's own risk. We strongly recommend that no valuables be left in lockers.
2. Newark & Sherwood District Council accept no responsibility whatsoever for customers' property.

INTERNET BOOKINGS

1. You must have an Active Card to access online bookings.
2. Up to three bookings can be made per day.
3. The activity/session period includes the setting up and taking down of equipment.
4. Cancellation notice by telephone required as per clause 14 of the general section of the terms and conditions.
5. Bookings may be made up to 7 days in advance. For certain courses/educational and outreach programmes, see information at the time.
6. The internet booking service does not list all activities available.
7. Not all services are bookable on line.
8. Failure to attend for a pre-booked activity may result in the fee still being charged.

CARERS

Carers of people with registered disabilities who hold an Active Card will be admitted free of charge where this is for the purpose of assisting the disabled person only. Proof of identity may be required. Any other visits will require payment in full.

REFUNDS

No refunds for Newark & Sherwood District Council and Southwell Leisure Centre Trust Active Cards will be given.

EVIDENCE

It is the responsibility of the applicant to provide suitable evidence of their status in respect of any concessions. Any difficulties obtaining suitable evidence should be taken up with the issuing department of the relevant body.

NEWARK & SHERWOOD DISTRICT COUNCIL AND SOUTHWELL LEISURE CENTRE TRUST REFUNDS POLICY

We review all refund requests on a case-by-case basis and reserve the right to refuse any application for any reason which the Council/Trustees shall in their absolute discretion think fit.

Any refunds over £50 must be authorised by the Facility Manager. Refunds over £300 require the Business Unit approval. This may result in a delay in payment of up to 30 days.

Refunds requested after 30 days have lapsed from the activity taking place will not be reimbursed. No refunds will be given in the event of breach of facility rules, regulations or conditions of hire.

PARTICIPANTS CODE OF CONDUCT FOR CHILDREN'S ACTIVITIES AND COURSES

All children participating in any activities or courses must abide by the following rules at all times:

- NO bullying or fighting
- NO foul and abusive language
- Always play fair and by the rules
- Listen to and follow instructions from staff
- Do not leave the activity/workshop areas without permission from a member of staff
- Do not wear jewellery or bring mobile telephones
- Respect other people, the facilities and the items of equipment

**NEWARK & SHERWOOD DISTRICT COUNCIL AND SOUTHWELL LEISURE CENTRE TRUST
RESERVE THE RIGHT TO AMEND TERMS, CONDITIONS AND POLICIES**

