

## **Active Nottingham Terms and Conditions**

These terms apply to the issue and use of your Active Nottingham membership, which provides access to reduced rates and benefits across Leisure Centres operated by Nottingham City Council (NCC).

Your Active Nottingham Membership provides access to the following Leisure Centres

- Clifton Leisure Centre
- Djanogly Community Leisure Centre
- Harvey Hadden Sports Village
- Ken Martin Leisure Centre
- Southglade Leisure Centre
- Victoria Leisure Centre

The Active Nottingham membership can be used on a Pay-As-You-Go basis and where you hold a monthly or annual pre-paid subscription. A free Active Nottingham membership account can be created online or by calling the Customer Service Team on 0115 8761600.

Once created you can collect an Active Nottingham key fob, wristband or card free of charge from any Nottingham City Council Leisure Centre. Replacements or additional items up to a maximum of two can be purchased by calling the Customer Service Team and collecting from reception - replacements are charged at £3.00 each. Wristbands are required to access a number of our lockers across the leisure centres. Alternatively a £1.00 can be used where wristband operated lockers are unavailable.

A photograph is mandatory for all Active Nottingham account holders and will be taken on your first visit to the leisure centre. Where a concessionary rate is required this will be applied over the phone or at reception where evidence to support this will be required on attending the leisure centre reception.

You should present your card, wristband or key fob to record your attendance when attending your pre booked session either on the turnstiles or as directed by a member of the Leisure Centre team. If the customer fails to present their key fob, wristband or card they will be liable to pay full price for the activity attended. The person to whom the Active Nottingham card, key fob or wristband has been issued is responsible for its use. These are not transferable to others and further action may be taken where inappropriate use is found to have occurred including the suspension of your membership. Only the person allocated the wrist band, key fob, or a card may use it.

### **Pricing**

Nottingham City Council reviews the fees and charges for access to Sport and Leisure activities on an annual basis and a minimum period of two weeks' notice is provided where changes are applied.

Concessionary rates are also available for residents of Nottingham City Council subject to the terms of the discount scheme being met. An annual check will take place to ensure ongoing eligibility onto the concessionary rate. You should also advise us if your circumstances change.

Further details can be found here <http://activenottingham.com/memberships/concessions-discounts/>

A minimum of 3 days advance notice will be provided where changes to membership fees are made.

### **Late cancellation and non-attendance for pre booked activities – Be Fair policy**

This applies to the following activities: Public Swimming, Group Fitness, and Group Cycling. Where a member fails to show for a pre booked session or cancels with less than 3 hours' notice of the session start time and therefore prevents other members accessing a session a £3.00 penalty fee will be charged to maximise spaces for our members. This fee is applied to your Active Nottingham Account and until paid will result in future bookings being charged at the full pay and play rate.

### Waiting lists

We operate a 7 day advance booking window with spaces in sessions available on a first come first served basis. Waiting lists are available in most sessions so that when people cancel a session, those on a waiting list receive an automated e-mail with a direct link for them to book into the class.

### Cashless accounts

A cashless account is an account held that you or we have credited an amount of money to your Active Nottingham account. This credit once purchased or provided can be used to purchase either pre-paid activities and bookings or immediate bookings. Once a credit has been added to your cashless account, either by you or by Active Nottingham, it cannot be refunded under any circumstances.

Credit on the cashless account will be valid for 2 years, after 2 years any credit on the cashless account will be removed and cannot be reinstated or refunded.

Should you have debt on any other account held with Active Nottingham, then any credit balance can be transferred from your cashless account to the debt account without authorisation from you to either clear or part clear this debt account.

No interest is paid for any account that is in credit with Active Nottingham.

### General Booking Conditions:

- Prior to attending a NCC Leisure Centre we actively encourage customers to pre book and pay for their activity or session.
- Pre-booking can be made via our Active Nottingham Leisure App, online at [activenottingham.com/book-an-activity](https://activenottingham.com/book-an-activity) or by telephoning the Customer Service Team on 0115 8761600. Alternatively where available members can book activities on one of the check-in kiosks where available on site.
- Full payment for all activities is required at the time of booking. This is referred to as 'Book and Pay'. A valid Active Nottingham card, key fob or wristband should be presented at the time of booking to ensure the correct price is applied to your booking.
- Bookings can be made up to 7 days in advance for book and pay (pay as you go) and those with a current annual or direct debit membership.
- All activity bookings are subject to availability at the time of booking. The service does not guarantee the availability of courts, classes or session as these are on a first come, first served basis.
- Where bookings are made via the Customer Service Team a series of security questions will be asked to determine appropriate use of the Active Nottingham Membership and ensure data integrity.
- For court hire, customers have the right to cancel, modify or transfer the booking if this is undertaken more than 24 hours in advance. No refunds will be given where cancellation is made within 24 hours of the booked activity. Any request to transfer or refund a booking within the specified 24hr period will not be honoured unless a valid Doctors certificate is produced or proof of injury is evident.
- For classes, gym and swim session a minimum of **3 hours' notice of cancellation** is required
- In the event of severe weather or serious incident, where the Leisure Services remain open and are staffed ready for use a refund or transfer will not be granted.
- Multiple court bookings are not permitted at the same time using the same Active Nottingham Account.
- Bookings cannot be sub-let.
- Facilities may be withdrawn from time to time for repairs, refurbishment, tournaments, special events or closures beyond our control such as government restrictions. Where possible 2 weeks' notice of any disruption to the regular programme will be advertised. Access to a similar activity can generally be made at another of the listed facilities. Where this results in cancellation of a paid session, a refund or credit will be provided.
- Opening times of all facilities will be limited over Bank Holiday periods. Generally a facility will be open except for statutory bank holidays, including Christmas Day, Boxing Day and New Year's Day.
- Some activities are a single sex session. Where possible, these activities are programmed so that the activity can be accessed by anyone at an alternative leisure centre.

- Sessions are subject to change without prior notification and may be subject to cancellation should the session be deemed no longer viable.

**Payment via Direct Debit:**

Please refer to the membership terms and Conditions available online - [activenottingham.com/terms-of-use/](https://activenottingham.com/terms-of-use/)

**Refund/Transfer Terms and Conditions:**

Refunds are available from the Leisure Centre where the booking was made provided relevant terms are met. When eligible refunds will be issued via the same payment method as the booking was purchased.

If purchased over the phone through the customer service team or online/ via the app, the amount will need to be refunded to the same card. Transactions made over the phone or online or via mobile app please visit [https://myaccount.nottinghamcity.gov.uk/service/Active\\_Nottingham\\_Refund\\_Request](https://myaccount.nottinghamcity.gov.uk/service/Active_Nottingham_Refund_Request) to submit a refund request form.

**Conduct:**

We ask that you make yourself aware of a number of etiquette and advice notices that are in operation across our Leisure Centres. These will ensure that you have a safe and enjoyable experience.

We want everyone to make the most of the facilities we offer and expect users of our facilities and programmes to behave in a considerate manner. The City Council takes violent and threatening behaviour against its colleagues and other users seriously. We reserve the right to refuse admission or refer incidents and allegations of anti-social behaviour to The Community Protection Team for investigations to be carried out by a Community Protection Officer. In such instances, we will share full details of the incident with them, including names and details of the accused and any witnesses.

**General Data Protection Regulations ((EU) 2016/679) and Data Protection Act 2018**

The personal information obtained from you is for the purpose of administering your Active Nottingham Account, seeking feedback or providing information on products or services you have requested from us. For further information about how we use and share your data please visit [nottinghamcity.gov.uk/privacy-statement](https://nottinghamcity.gov.uk/privacy-statement).

***Updated May 2022***