Active Older Lives membership terms and conditions

Programme period: 5 November 2026 to 31 March 2028

1. Your membership agreement

1.1 Active Older Lives is a Nottingham City Council programme delivered through Active Nottingham. In these terms, 'we', 'us' and 'our' mean Nottingham City Council, and 'you' and 'your' mean the member.
1.2 Your membership application, membership confirmation and these terms form your Active Older Lives membership agreement.
1.3 These terms apply to the free Active Older Lives membership. The payment, minimum paid membership period and paid renewal provisions in Active Nottingham's standard paid membership terms do not apply to this free membership.
1.4 Active Nottingham's general account conditions, centre rules and relevant booking and activity policies also apply. If there is a conflict about the free membership's eligibility, cost or duration, these Active Older Lives terms take precedence. You can read the general Active Nottingham account terms and conditions or ask a leisure centre team for a copy.

2. Eligibility and proof of entitlement

2.1 You must be aged 67 or over and live within the Nottingham City Council boundary. Living elsewhere in Nottinghamshire does not qualify you for this offer.
2.2 You can join from your 67th birthday, provided you meet the residency requirement and the programme is still running. Eligibility is based on your age, not whether you receive a State Pension.
2.3 Eligible new and existing Active Nottingham members can apply during the programme period.
2.4 You must provide suitable proof of your age and Nottingham City address on your first visit, before using the free membership. Active Nottingham's proof-of-entitlement requirements apply. Please ask a leisure centre team if you need help understanding which documents to bring.
2.5 You must give accurate information when applying and tell us promptly if you move home or your circumstances change in a way that affects your eligibility. If you no longer live within the Nottingham City Council boundary, you will no longer qualify for the free membership.
2.6 We may ask you to provide further evidence where reasonably necessary to confirm your continued eligibility. We will explain what is needed and how to provide it.

3. Membership start and end dates

3.1 The programme starts on 5 November 2026. Your membership starts on the date we confirm, subject to completion of your application and eligibility checks. It cannot start before 5 November 2026.
3.2 All free Active Older Lives memberships end on 31 March 2028, regardless of when you join. Joining later does not extend your membership beyond this date.
3.3 The free membership does not automatically renew or become a paid membership. Any

paid membership would require your separate agreement.
3.4 There is no guarantee that free membership will continue after 31 March 2028.

4. What your membership includes

4.1 Your membership includes bookable access to existing public swimming sessions, gyms, fitness classes and health suites at all six Active Nottingham leisure centres: Clifton Leisure Centre, Djanogly Community Leisure Centre, Harvey Hadden Sports Village, Ken Martin Leisure Centre, Southglade Leisure Centre and Victoria Leisure Centre.
4.2 Access is subject to opening hours, published timetables, availability, booking requirements and the facilities available at each centre. Not every activity or facility is available at every centre.
4.3 Membership does not guarantee a place in a particular class or session, or access to a particular facility at a particular time.
4.4 Activities that normally carry a separate charge (including Nottingham Swim School swimming lessons, court hire, lane hire, and other separately priced activities) are not included in the membership unless we expressly confirm otherwise. Badminton, table tennis and other separately charged activities are not included unless we expressly confirm otherwise.
4.5 Activities, services and purchases outside the membership offer will be charged in line with agreed pricing terms within our general Terms and Conditions.
4.6 Further activities and opportunities may be introduced as the wider Active Older Lives programme develops. They are not included in this membership unless we confirm that they are available and explain any separate eligibility or booking requirements.

5. Membership costs and existing paid memberships

5.1 There is no subscription fee for the Active Older Lives membership during the programme period.
5.2 Your first Active Nottingham membership card, key fob or wristband is provided free of charge. A replacement charge may apply in accordance with the general Active Nottingham account terms. We will tell you the charge before issuing a replacement.
5.3 If you already have a paid Active Nottingham membership and meet the eligibility requirements, we will automatically transfer you to the free Active Older Lives membership and send you confirmation of the change. If you believe you are eligible but have not received confirmation of your transfer, please visit your local Active Nottingham leisure centre and provide proof of your age and Nottingham City address.
5.4 We will confirm how the transfer affects your existing paid membership, including its end or transfer date and any applicable payment adjustment refund or credit. Please obtain this confirmation before changing your payment arrangements. Nothing in these terms removes any rights you have under your existing agreement or applicable law.
5.5 If you have paid an annual membership and are transferred to the free Active Older Lives from 5 November 2026, you may be eligible for a refund of the remaining unused value of your annual membership. Refunds are not automatic and can only be requested and processed once the Active Older Lives membership has been applied to your account.

To request a refund, complete Nottingham City Council's Leisure Contact Form:

- select ‘Refund Request’,
- then ‘Please click here to request a refund’,
- and ‘Continue without an account’.
- State ‘Active Older Lives upgrade from annual membership’ as the reason for your request.

We will check your details against our Active Older Lives upgrade records and process your refund if you are eligible.

6. Your membership account and access

6.1 Your membership is personal to you and cannot be transferred to or used by anyone else. You must not share your membership card, key fob, wristband or account access details.
6.2 A membership photograph is required to help verify your identity and prevent misuse, in accordance with Active Nottingham’s account requirements.
6.3 You must register your attendance when you arrive, using your membership access item or as directed by the centre team. If you forget your access item or have difficulty checking in, speak to reception before starting your activity.
6.4 You must keep your name, address and contact details up to date so that we can manage your membership and contact you about bookings or important changes.

7. Bookings, cancellations and attendance

7.1 You can book activities through the Active Nottingham app, website, by telephone or with a leisure centre team, subject to the booking arrangements for the activity.
7.2 If you cannot attend, cancel your booking as soon as possible so that another person can use the place.
7.3 The Active Nottingham Play Fair Policy applies to all group fitness classes, including HydroSpin and AquaFit. To avoid a strike under that policy, cancel at least 60 minutes before the class starts and register your attendance when you arrive.
7.4 Late cancellation, non-attendance or failure to register attendance may result in a strike and restrictions on advance booking in accordance with the Play Fair Policy. The policy explains the restrictions and how to appeal a strike. You can ask a leisure centre team for help or a copy of the policy.
7.5 Any separate booking or cancellation conditions for another activity will be explained when you book.

8. Using our centres

8.1 You must follow centre rules, activity-specific requirements and reasonable staff instructions, including safety instructions.
8.2 You must complete any required induction or introduction before using the relevant equipment or taking part in an activity. The centre team will explain what is required.
8.3 Active Nottingham’s health commitment statement and screening notice apply to use of the relevant facilities and activities. Please read these and speak to the centre team if you have questions.

8.4 Please tell us if you need help accessing facilities, booking activities or understanding your membership. The centre team can discuss available support and reasonable adjustments with you.

9. Ending or suspending membership

9.1 You can ask us to end your free membership before 31 March 2028 by contacting Active Nottingham or speaking to a leisure centre team. The paid membership notice periods and cancellation charges do not apply to this free membership.
9.2 We may suspend or end your free membership if you no longer meet the eligibility requirements, have provided false or misleading eligibility information, allow someone else to use your membership, or seriously or repeatedly breach applicable centre rules.
9.3 Any action we take must be reasonable and proportionate. We will explain the reason and how you can ask for a review. Where appropriate, we will give you an opportunity to correct the issue before ending membership.
9.4 Immediate suspension or removal from an activity may be necessary to address a safety concern or serious misconduct. We will explain the reason as soon as reasonably practicable.
9.5 Ending or suspending your free membership will not automatically create a paid membership.

10. Changes and temporary unavailability

10.1 Timetables, opening hours and available facilities may change, and sessions or facilities may occasionally be unavailable because of maintenance, repairs, staffing issues or other operational circumstances.
10.2 We will give reasonable notice of planned changes where practicable and make reasonable efforts to notify you if a booked activity is cancelled.
10.3 We may update these terms where reasonably necessary to reflect changes in law, safety requirements or the administration of the programme. We will explain any material change and give reasonable advance notice wherever practicable, unless an urgent legal or safety requirement prevents this.
10.4 These provisions do not allow us to introduce a paid membership or subscription charge without your separate agreement. You can end your free membership if you do not wish to continue following a change.

11. Personal information

11.1 Nottingham City Council will handle your personal information in accordance with applicable data protection law and the privacy information provided when you apply.
11.2 The relevant privacy information explains how your information is used to administer your membership and the programme, and how to exercise your data protection rights. Please ask us if you need a copy or help accessing it.

12. Help, complaints and your rights

12.1 If you have a question or need help, speak to your local Active Nottingham leisure centre team. Information about the programme is also available in the Active Older Lives frequently asked questions.
12.2 If you wish to make a complaint, contact a leisure centre team or use Nottingham City Council's published complaints procedure. We can help you find the appropriate route.
12.3 Nothing in these terms excludes or limits liability that cannot lawfully be excluded or limited, or affects any statutory rights you may have.