

Leisure Card Terms and conditions

- 1 Children under eight years of age are entitled to *leisure CARD* discounts at facilities managed by North Country Leisure in partnership with Tynedale Council when accompanied by a parent or guardian who is a *leisure CARD* holder.
- 2 When a child under eight is entitled to a green *leisure CARD* they are given their own card.
- 3 Once children reach the age of eight, to gain the discounts they must have their own *leisure CARD* and show their card at every visit. Contact any centre for discounts available.
- 4 Children 17 years and under can have a green *leisure CARD* if their parent or guardian is entitled to a green *leisure CARD*.
- 5 Full Time Students (FTS) must be in full time education and aged 18 years and above including school sixth form (proof is required).
- 6 We reserve the right at our absolute discretion to withdraw a *leisure CARD* and the benefits of its use from any person who does not conform with the terms and conditions or who does not abide by arrangements related to the scheme including any misuse or abuse to staff, facilities or equipment.
- 7 The provision of incorrect information with the intent of defrauding North Country Leisure, or the improper use of the *leisure CARD*, will result in the forfeit of the card without a refund being made.
- 8 The *leisure CARD* is valid until the expiry date. It is not transferable and can only be used by the person whose name appears on the card.
- 9 In the case of loss or damage to a *leisure CARD* the holder must apply for a replacement for which a charge will be made.
- 10 In the case of any change to the holder's status or address the *leisure CARD* should immediately be submitted for amendment for which no charge will be made.
- 11 *Leisure CARDS* automatically require renewal on the holder attaining the age of 18 and 60 or when the holder has a change of circumstance. In these cases a replacement card will be issued free of charge.
- 12 To claim the advertised *leisure CARD* discounts the holder must produce the card at the time of payment. If a card is not presented the normal full price will apply even if the holder is well known to the member of staff on duty.
- 13 All participating facilities and activities have discretion to change their discounts and offers, in relation to the scheme, at any time.
- 14 Normal booking procedures and general rules of management will apply to *leisure CARD* holders.
- 15 Information contained in North Country Leisure's publicity information is for guidance only and the right to amend the conditions of use or to withdraw facilities from the scheme at any time without prior notice is reserved.
- 16 North Country Leisure does not endorse or guarantee any of the products or services offered by organisations taking part in the *leisure CARD* scheme.
- 17 A refund on a leisure card will be given if a customer has bought a card within a two week period and then decides to transfer to a direct debit membership.
- 18 Customers who join the Tynedale Healthy Life Scheme can purchase a leisure card for a special rate. This is printed on the application form. This is only a discount on the purchase price of the card and other usual discounts apply.
19. Membership adjustments, due to changes in personal circumstances, will be made from the date information is provided to North Country Leisure. North Country Leisure will not make any retrospective adjustments to membership payments.