

1. Children under eight years of age are entitled to leisure card discounts at facilities managed by North Country Leisure when accompanied by a parent or guardian who is a leisure card holder.
2. When a child under eight is entitled to a beActive Leisure Card PLUS 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 centres for discounts available.
4. Children 17 years and under can have a beActive Leisure Card PLUS if their parent or guardian is entitled to a beActive Leisure Card PLUS.
5. Children under eight with disabilities are entitled to their own beActive Leisure Card PLUS. The carers of these children are allowed to take part in the activity with the child free of charge.
6. Full Time Students must be in full time education and aged 18 years and above including school sixth form (proof is required).
7. 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 abuse or misuse of staff, facilities or equipment.
8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. To claim the advertised 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.
14. All participating facilities and activities have discretion to change their discounts and offers, in relation to the scheme, at any time.
15. Normal booking procedures and general rules of management will apply to leisure card holders.
16. 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.
17. North Country Leisure does not endorse or guarantee any of the products or services offered by participants in the leisure card scheme.
18. 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.
19. Customers who join the Healthy Life Scheme can purchase a leisure card for a special rate (Northumberland only). This is printed on the application form. This is only a discount on the purchase price of the card and other usual discounts apply.
20. 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.

## beActive Leisure Card PLUS Categories

You are entitled to a beActive Leisure Card PLUS if you receive:

- P1 - Job Seekers Allowance
- P2 - Housing Benefit or Council Tax Benefit
- P3 - Incapacity Benefit
- P4 - Disability Living Allowance (Care or Mobility Component)
- P5 - Attendance Allowance or Mobility Allowance
- P6 - Severe Disablement Allowance; or are you
- P7 - A member of the Blue Badge Scheme
- P8 - Income Support/Pension Credit Guarantee

When applying for a beActive Leisure Card PLUS or a transfer to a beActive Leisure Card PLUS monthly direct debit or annual membership please bring along **proof of identification** and your **up-to-date confirmation letter** showing your allowance or benefit.