

# ONE CARD TERMS AND CONDITIONS

Whichever One Card you choose you will need to comply with the terms and conditions. Everything you need to know about using your card including preferential booking of certain activities.

## 1 One Card options purchased by cash or cheque, debit and credit cards.

- 1.1 Your membership will be with 1Leisure – Isle of Wight Council, hereinafter referred to as 1Leisure.
- 1.2 A One Card is valid from the day of purchase for the agreed period.
- 1.3 Renewal of any monthly or annual One Card option is at your discretion and is not automatic.
- 1.4 No part refund will be given on a monthly or annual One Card option that is part used.
- 1.5 If you wish to upgrade or downgrade your One Card option, you must complete a new application form to confirm your requirements.
- 1.6 When downgrading, your current One Card option benefits will remain until the end of your pre-paid period.
- 1.7 No refunds are given on downgrades.
- 1.8 The upgrade is effective immediately on receipt of the appropriate interim payment.

## 2 One Card options purchased by Direct Debit

- 2.1 One Card cardholders are still required, where applicable, to book using the booking conditions as outlined in section 6.
- 2.2 If you choose a Direct Debit One Card option you are covered by the Direct Debit guarantee which is detailed on the application form.
- 2.3 An interim payment will be payable in advance, this will be from the day of joining to the day before the Direct Debit is due to be collected, the amount being determined by the option chosen.
- 2.4 Unsigned Direct Debit instructions cannot be processed and will be returned to you for completion.
- 2.5 If your completed and signed mandate is not received within the interim payment period as described your membership will automatically expire at the end of your interim payment period.
- 2.6 Direct Debits are set up to be automatically debited in advance from your bank account on either the 1<sup>st</sup> or 15<sup>th</sup> of each month to cover membership for the whole of that month. The Direct Debit is preceded by the relevant advanced interim payment.
- 2.7 Changes to your Direct Debit option must be received in writing/email by the One Card team giving 28 days notice. You should not rely on your bank informing us of your instruction or requirements.
- 2.8 If you wish to upgrade or downgrade your monthly One Card option you must complete a new application form and Direct Debit mandate instruction to confirm any changes you wish to make to your One Card option.

- 2.9 You will be entitled to the benefits of the upgraded One Card option from the day you complete a new application form and Direct Debit mandate instruction and pay an interim payment calculated on the One Card option you have signed up for, based on a daily pro-rata rate.
- 2.10 When downgrading, your current One Card option benefits will remain until the end of your pre-paid period.
- 2.11 Downgraded One Card options will become effective from the beginning of the first available debit date, once you have completed a new application form and Direct Debit instruction.
- 2.12 No refunds are given on downgrades or part-used One Card options.
- 2.13 If you wish to cancel your Direct Debit you must notify the One Card team in writing/email.
- 2.14 If you wish to cancel your One Card option you are not entitled to a part month refund.
- 2.15 If your instruction is cancelled after an interim payment has been made, your membership will continue to the end of the interim period you have paid for.
- 2.16 1Leisure reserve the right to recover payment for facilities you have used after an interim payment period.

## 3 Resident's registration cards

- 3.1 The resident's registration card is subject to terms and conditions of the One Card scheme. (Only available for renewal for existing registration card holders).

## 4 U20/Student/Junior card

- 4.1 To obtain the U20 discount proof of age will be required.
- 4.2 If over 20 and a full-time student, proof of eligibility will be required showing you are in full-time education.
- 4.3 Junior One Card applicants must be between four and 15 years of age.
- 4.4 Where applicable adult to children supervision ratios must be adhered to.

## 5 Concessionary One Card

- 5.1 If you choose to pay by cash, debit or credit card or cheque, refer to section 1.
- 5.2 If you choose to pay by Direct Debit, refer to section 2.
- 5.3 If your circumstances change and you cease to receive the benefit that qualifies you for a Concessionary One Card, you must notify the One Card team in writing/email immediately. It is then possible to apply for any of the One Card options subject to payment of the appropriate fee.
- 5.4 If your benefit assessment also includes other dependent members of your household, eg, children, they may also apply for a Concessionary One Card.

- 5.5 Evidence to validate dependant applications must state the dependant's name and date of birth and show the same address as the original applicant.
- 5.6 In order for you to continue your Concessionary Card option membership, you will be required to provide proof of eligibility at least once every six months.
- 5.7 You may be asked to provide proof of eligibility at any point throughout the year, in order to continue being eligible for Concessionary prices.
- 5.8 1Leisure reserve the right to refuse to issue of any Concessionary One Card options if you cannot provide the required proof of eligibility.

## 6 Bookings

- 6.1 Bookable activities are available to be booked eight days in advance for all categories of cardholder. Bookings are taken at the facility during advertised reception opening hours or through the internet.
- 6.2 On arrival your One Card must be swiped at reception or at the self-serve kiosk to confirm your booking.
- 6.3 A minimum of 24 hours notice for cancellations is required.
- 6.4 If you regularly fail to turn up for sessions which you have booked, we may reserve the right to cancel your booking facilities.
- 6.5 Bookings are limited to a maximum of two consecutive sessions for racket sports and sports hall.

## 7 Lost cards

- 7.1 You are responsible for immediately reporting loss, theft or damage of the One Card to 1Leisure.
- 7.2 In the case of loss or damage to the One Card, the holder must apply for a replacement for which a charge may be made.

## 8 Fees and charges

- 8.1 1Leisure reserve the right to review fees and charges at any time.
- 8.2 1Leisure will give a minimum of 28 days' notice of a review of fees and charges in leisure facilities.
- 8.3 Where there is no junior price for an activity, the adult price will be charged.

## 9 Termination

- 9.1 1Leisure reserve the right to terminate your membership for any reason we deem reasonable, for example:
  - a if you commit a serious or repeated breach of this agreement or 1Leisure terms and conditions of membership and the breach, if capable of remedy, is not remedied within seven days of notification;
  - b if any part of your membership fee remains unpaid 14 days after its due date for payment;
  - c if you provide us with details which you know to be false when applying for membership and the false declaration would have reasonably affected our decision to grant you membership or to grant any concessionary price.
- 9.2 1Leisure reserve the right to retain a proportion of or all of the money you have paid to us under this agreement, to cover any reasonable costs we have incurred as a result.

## 10 Data Protection Act 1998

- 10.1 Please note that all information provided will be held on the One Card Leisure Access Scheme secure computer system, which is owned and run by 1Leisure. This information will only be used in connection with the administration of the One Card scheme and any promotional activity relating specifically to 1Leisure.

- 10.2 Access to your personal information is restricted to those members of our staff who require such access in order to carry out their duties. We will not provide any of your personal information to other companies or individuals without your permission. If you have any queries or wish to update your details, please either telephone the One Card team on (01983) 823352 or email: onecard@iow.gov.uk

## 11 General information

- 11.1 The One Card membership provides 'unlimited usage' to all casual sessions plus all classes organised and run by 1Leisure (not for classes run by external coaches or instructors) for the One Card option you have chosen – this is detailed in the current One Card information cards.
- 11.2 'Unlimited usage' is subject to space being available.
- 11.3 Where available, 1Leisure will endeavour to give reasonable notice when closing any facility.
- 11.4 In the event of an emergency or for operational reasons 1Leisure reserve any right to close any facility at short notice without refund.
- 11.5 If any facility has to be closed for major maintenance exceeding a seven day period no refunds will be offered. However a One Card membership may be extended for the corresponding period of time but only for those One Cards issued at the site of the closure.
- 11.6 Casual swimming sessions are indicated as such on the current pool programmes. Where the eligibility criterion is met, entry is also accepted to specific sessions. Examples include ladies only and adults only sessions.
- 11.7 Swimming lessons and courses are not a part of any One Card option.
- 11.8 1Leisure reserve the right to introduce booking systems as necessary.
- 11.9 1Leisure reserve the right to amend the One Card conditions of use at any time; any amendments will be published at the leisure centres and will be available from the One Card team.
- 11.10 Members who do not wish to accept a change may cancel their membership by giving 28 days written notice.
- 11.11 As a customer of 1Leisure all relevant conditions of use will apply.
- 11.12 You may be asked by a member of staff to show your receipt at any time while using the facilities.
- 11.13 The One Card cannot be transferred and should not be knowingly used by anyone but the holder.
- 11.14 A digital image will be captured on the leisure access system to prevent fraudulent use or abusive practice.
- 11.15 If using the Tone Zone you are required to undertake an induction.
- 11.16 Your One Card must be swiped on arrival at reception or in the self-serve kiosk. In the event that you are unable to present your One Card, 1Leisure reserve the right to charge the full admission price.
- 11.17 One Cards must be surrendered to any member of staff if requested to do so.
- 11.18 By signing the One Card application form this signifies that customers accept, have read, understood and agreed to abide by the terms and conditions. Customers are encouraged to request additional information or clarity before signing the declaration.
- 11.19 All costs referred to will be charged in accordance with the approved fees and charges relevant at the time.
- 11.20 We reserve the right to reallocate your fitness class place to someone else if you are not swiped in at the time the class is due to start.