

Terms and Conditions

one card

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.

Information on upgrading your One Card



Direct Debit details



Concessionary One Card evidence information



What to do if you lose your One Card



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

- 1.1 Your membership will be with Leisure Services - Isle of Wight Council, hereinafter referred to as Leisure Services.
- 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 1st or 15th 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 – see 11.24 for contact details. You should not rely on your bank informing us of your instruction or requirements.
- 2.8 Unless requested acknowledgements are not issued.
- 2.9 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.
- 2.10 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.

- 2.11 When downgrading, your current One Card option benefits will remain until the end of your pre-paid period.
- 2.12 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.
- 2.13 No refunds are given on downgrades or part used One Card options.
- 2.14 If you wish to cancel your Direct Debit you must notify the One Card Team in writing/email – see 11.23 for contact details. If written notice is not received by the One Card Team, the full monthly payment will be collected.
- 2.15 If you wish to cancel your One Card option you are not entitled to a part month refund.
- 2.16 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.
- 2.17 Leisure Services reserve the right to recover payment for facilities you have used after an interim payment period.
- 2.18 If you decide to cancel your Direct Debit membership and wish to rejoin within a six month period an administration fee may be charged.

3. Residents 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. Student/Junior Card

- 4.1 To obtain the Student One Card, proof of eligibility will be required showing that you are 16 or over and in full-time education.
- 4.2 Junior One Card or Junior Registration Card applicants must be between 4 and 15 years of age.
- 4.3 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 We do not accept any documentation other than the letter of notification of benefit which states your name, address, type of benefit and dated within three months of application.
- 5.5 If your benefit assessment also includes other dependent members of your household, e.g. children, they may also apply for a Concessionary One Card.
- 5.6 Evidence to validate dependent applications must state the dependents name and date of birth and show the

same address as the original applicant.

- 5.7 In order for you to continue your Concessionary Card option membership, you will be required to provide proof eligibility at least once every six months.
- 5.8 You may be asked to provide proof of eligibility at any point throughout the year, in order to continue being eligible for Concessionary prices.
- 5.9 A Concessionary Registration One Card is available for a cost of £1.50 per year.
- 5.10 Leisure Services 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 facilities are available to be booked seven 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 Bookings can be made in person, by telephone or using the web.
- 6.3 On arrival your One Card must be swiped at reception to confirm your booking.
- 6.4 A minimum of 24 hours notice for cancellations is required; a minimum charge will be made if this is not given. For example, a booking for Thursday at 7pm must be cancelled before 7pm on the preceding Wednesday.
- 6.5 If you regularly fail to turn up for sessions which you have booked, we may reserve the right to cancel your booking

facilities.

- 6.6 Bookings are limited to a maximum of two consecutive sessions of any activity.

7. Lost Cards

- 7.1 You are responsible for reporting loss, theft or damage of the One Card; this must be notified to immediately on discovery.
- 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.
- 7.3 Direct Debit customers who are required to replace their One Card due to loss or theft must complete a new application form and Direct Debit instruction which will specify a new instruction.

8. Fees and Charges

- 8.1 Leisure Services reserve the right to review fees and charges at any time.
- 8.2 Leisure Services will give a minimum of 28 days notice of a review of fees and charges in leisure facilities.
- 8.3 Student Registration Cardholders pay the junior rates for activities as listed in the current information and options leaflet.
- 8.4 Where there is no junior price for an activity, the adult price will be charged.

9. Termination

- 9.1 Leisure Services reserve the right to terminate your membership for any reason we deem reasonable.
- 9.2 Leisure Services may terminate your membership for various reasons, for example:-
- a. If you commit a serious or repeated breach of this agreement or Leisure Services 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.
- 9.3 Leisure Services 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 Leisure Services. This information will only be used in connection with the administration of the One Card scheme and any promotional activity relating specifically to the One Card scheme.
- 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 put in writing your changes to Leisure Services, Isle of Wight Council, The Guildhall, High Street, Newport, Isle of Wight, PO30 1TY 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 Leisure Services (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' entitles a cardholder to one session of an activity at any one time. Cardholders wishing to continue a session are required to report back to either reception or the ticket office where, if a session is available, the cardholder may continue with another activity session.
- 11.3 'Unlimited usage' is subject to space being available.
- 11.4 Tone Zone usage is limited to one x one hour session per visit per day.
- 11.5 Where available, Leisure Services will endeavour to give reasonable notice when closing any facility.
- 11.6 In the event of an emergency or for operational reasons Leisure Services reserve any right to close any facility at

short notice without refund.

- 11.7 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.
- 11.8 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, adults' only sessions.
- 11.9 Swimming lessons and courses are not a part of any One Card option.
- 11.10 Leisure Services reserve the right to introduce booking systems as necessary.
- 11.11 Leisure Services 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.
- 11.12 Members who do not wish to accept a change may cancel their membership by giving 28 days written notice.
- 11.13 As a customer of Leisure Services all relevant Conditions of Use will apply.
- 11.14 You may be asked by a member of staff to show your receipt at any time while using the facilities.
- 11.15 The One Card cannot be transferred and should not be knowingly used by anyone but the holder.
- 11.16 A digital image will be captured on the leisure access

system to prevent fraudulent use or abusive practice.

- 11.17 If using the Tone Zone you are required to undertake the One Journey fitness programme.
- 11.18 All cardholders using the climbing wall must be over 16 and a competent climber. If you are not a competent climber, your ability will be tested by a duty manager/ climbing instructor. If judged not to be competent, use of climbing wall will not be granted.
- 11.19 Your One Card must be handed to reception on arrival and swiped to obtain entry to an activity and benefits of the One Card option you have signed up for. In the event that you are unable to present your One Card, Leisure Services reserve the right to charge the full admission price.
- 11.20 One Cards must be surrendered to any member of staff if requested to do so.
- 11.21 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.
- 11.22 All costs referred to will be charged in accordance with the approved fees and charges relevant at the time.
- 11.23 All correspondence regarding One Card must be directed to the One Card Team, Leisure Services, The Guildhall, High Street, Newport, Isle of Wight, PO30 1TY or email onecard@iow.gov.uk

Access to leisure facilities is through the easy-to-use One Card. The card is available in various options, with one to suit your needs and budget.



The Gold One Card gives you unlimited use (subject to availability) of the Tone Zone gyms and fitness classes, plus swimming and water workout, and racket sports.

Payment option	Adult	Student	Junior
Cash, cheque or credit card (monthly)	£41	£26.25	-
Direct Debit	£34.50	£23	£15.75
Annual payment (twelve months for the cost of ten)	£345	£230	£157



Choose the Silver One Card if you're keen on swimming, water workout, the health suite and racket sports. Remember, you can always upgrade to a Gold One Card.

Payment option	Adult	Student	Junior
Cash, cheque or credit card (monthly)	£20.50	£17.30	£11
Direct Debit	£17.30	£15.25	£10
Annual payment (twelve months for the cost of ten)	£173	£152.50	£100



The Concessionary One Card is for customers in receipt of certain benefits. Pick up a Concessionary One Card leaflet and see if you qualify for concessionary rates.

Leisure Services, IW Council, The Guildhall, Newport PO30 1TY
Tel (01983) 823828 email onecard@iow.gov.uk www.iwight.com/leisure