

## **Terms and Conditions for Lleisure Pass Holders**

The Lleisure Pass (or 'the Pass') is a pass that provides access to reduced rates and benefits for bearers across the following facilities operated by Liberty Leisure Limited ('Lleisure') or such facilities as Lleisure shall notify Pass holders of from time to time ('the Facilities'):

- (a) Bramcote Leisure Centre
- (b) Chilwell Olympia
- (c) Kimberley Gym & Swim

1. The Lleisure Pass is valid for a period of 12 months from the date of issue or until such time prior to expiry as is determined by Lleisure at its absolute discretion. Lleisure Pass holders will need to apply to renew the pass annually; approval of which is at Lleisure's discretion and subject to the applicant's continuing compliance with all applicable eligibility criteria.
2. The Lleisure Pass is to be used on a 'pay-as-you-go' basis.
3. The Lleisure Pass must be applied for online ([https://lleisure.gladstonego.cloud/en\\_GB/site-finder](https://lleisure.gladstonego.cloud/en_GB/site-finder)).
4. The person to whom the Lleisure Pass has been issued is responsible for its use and is the only individual who is entitled to use it. The Leisure Pass is not transferable and action may be taken against the Pass holder where inappropriate use is found to have occurred.
5. When attending a Facility, the Pass holder should present their Pass number at reception to book, pay and record their attendance. Pre-booking of activities can be made online via the Lleisure app, the lleisure website [https://lleisure.gladstonego.cloud/en\\_GB/book](https://lleisure.gladstonego.cloud/en_GB/book) or by telephoning the appropriate Facility. If a Pass holder fails to present their Lleisure Pass number at the Facility upon entry, they may be liable to pay the full price for the activity attended without right of refund.
6. An electronic photograph is taken of all Lleisure Pass holders on their first visit to a Facility and will be held on Lleisure's membership database during the period of the Pass's validity to prevent its misuse. The photograph must at all times be a true likeness of the Lleisure Pass holder. In the event of a perceived change in the appearance of the Lleisure Pass holder, Lleisure reserves the right to request a new photograph to be taken.
7. Lleisure reviews all fees and charges and a minimum period of two weeks' notice within each Facility is provided where changes are applied.
8. Concessionary rates are available subject to certain terms being met: <https://www.lleisure.co.uk/sport-and-fitness/leisure-pass/>. Student applicants will be required to provide proof of full time student status. Concessionary rates may not apply for specific activities not detailed in the published price list: <https://www.lleisure.co.uk/sport-and-fitness/price-list/>.

9. To enable a disabled person to participate in an activity up to two carers may be admitted free of charge at Leisure's discretion.
10. Bookings can be made 7 days in advance (excluding the current day) for Leisure Pass holders and payment must be made in full at the time of booking.
11. A valid Leisure Pass should be used at the time of booking to ensure the correct price is applied. Price changes and resulting refunds cannot be provided retrospectively if a valid Pass is not presented upon booking.
12. All activity bookings are subject to availability at the time of booking. Leisure does not guarantee the availability of courts, classes, space or sessions as these are on a first come, first served basis. No refunds for an Leisure Pass will be given for the unavailability of any activity / facility / class / equipment or limited sessions.
13. Where bookings are made via the phone a series of security questions may be asked to determine appropriate use of the Leisure Pass and to ensure data integrity.
14. Bookings cannot be sub-let or assigned, and multiple court bookings at the same time are not permitted using the same Leisure Pass.
15. All gym users must hold a valid Membership (All-Inclusive, Gym & Swim School or Young Persons Membership).
16. Unless otherwise stated Leisure Pass holders wishing to use the gym, group exercise classes or the spa must be 16 years of age or over.
17. Fourteen and fifteen-year-old users of the gym ('Juvenile Gym Users') must be accompanied by a responsible, person aged over 18 years, who also holds a valid Membership, has completed a gym activation (one adult per Juvenile Gym User), is using the gym alongside them and agree to be responsible for their behaviour and actions at all times.
18. Specific, supervised gym sessions for over 11 year olds are available as stated on the timetable.
19. Facilities or parts thereof may be withdrawn from time to time for repairs, refurbishment, tournaments, special events or closures. Where this results in the cancellation of a paid session, a refund or credit will be provided. Where possible, 2 weeks' notice of any disruption to the regular programme will be advertised.
20. Facility opening times and the normal programme of activities will be limited on statutory bank holidays. The website will include up to date opening and closing periods.
21. Liberty Leisure Limited reserves the right to amend or cancel the programme or availability of activities at any time. Sessions are subject to change without prior notification and may be subject to cancellation.

22. All changes to personal details must be disclosed to Leisure at the earliest opportunity.
23. If an adult user is purchasing an Leisure Pass on behalf of a user under 16 years of age ('U16'), the adult user is deemed to be accepting these Terms and Conditions on the U16's behalf. By accepting these, they agree to be responsible for the behaviour and actions of the U16 at all times and to pay Leisure any amounts that are due on their behalf.
24. **Cancellation / Refund / Transfer - Terms and Conditions:**
- Pass holders are able to cancel or modify a booking made within the 7-day advanced booking period if this is undertaken at least the day before the activity date. In such cases refunds are available from the venue where the booking was made.
  - Any request to cancel, transfer or refund a booking on the day of the booked activity will not be honoured unless a valid Doctor's certificate is provided. This arrangement cannot be back dated.
25. **Conduct:**
- Leisure Pass holders should make themselves aware of any etiquette and advice notices that are in operation across our Facilities from time to time.
  - Leisure Pass holders must, when using the Facilities and programmes, behave in a considerate manner towards Leisure staff members and fellow users of the Facilities. Leisure takes aggressive, violent and threatening behaviour against staff and other users seriously. Leisure reserves the right to cancel an Leisure Pass, refuse admission or refer incidents and allegations of anti-social behaviour to the appropriate authorities at its absolute discretion. In such instances, Leisure will share full details of the incident with appropriate authorities, including but not limited to names and details of the accused and any witnesses. Where any damage beyond that considered normal wear and tear is caused by Leisure Pass holders to the Facilities, Leisure reserves the right to recover the cost of repair or replacement from the individual that has caused the damage (or in the case of an U16 user, the responsible adult).
26. Leisure reserves the right to withdraw an individual's Pass or the whole Pass scheme at any time at its absolute discretion. Further, Leisure reserves the rights to alter the terms on which Passes are issued at any time without any prior notice and at its absolute discretion. Leisure reserves the right to refuse to issue or renew Leisure Passes and refuse admission to Facilities and to alter or withdraw the Leisure Pass at any time without refund.
27. Any breach of these conditions will render the Leisure Pass holder liable to forfeiture.
28. Notwithstanding any other provision in these terms and conditions, Leisure makes no warranty as to the availability of activities or services to Leisure Pass Holders.
29. **Data Protection**
- Any personal information obtained from you is for the purpose of administering your Leisure Pass, seeking feedback or providing information on products or services you have requested from us. The collection and retention of any such information shall be in accordance with any relevant data

protection legislation from time to time and in accordance with Liberty Leisure Limited's data protection policy. For further information about how we use and share data please visit <https://www.lleisure.co.uk/privacy-notice/>

These Terms and Conditions are subject to review at any time and at the absolute discretion of Liberty Leisure Limited. Last updated September 2023.

