

# ActiveLife

More people, more active, more often

## Definition of Categories

Please note that you will be asked to pay for the remainder of the month at point of signing up. If you sign up for the membership at the end of a month you will be expected to pay for the remainder of the month plus the full payment for the next month.

ActiveLife Individual - £19.50

Annual - £234.00

Allows unlimited access to all facilities and activities within the scheme for individuals over 8.

ActiveLife Family - £29.50

Annual - £354.00

Allows unlimited access to all facilities within the Active Life scheme for family members living in the same house hold.

A family may contain up to 2 Adults over 18 and unlimited children under 18 living at the same address.

Budget Membership - 50p Per Activity

Allows individuals in receipt of certain benefits to access activities for 50p per visit. Proof of eligibility will be required every 6 months.





## DIRECT DEBIT INSTRUCTION

Please fill in the whole form using a ball point pen and send it to:

<p>The Pickaquoy Centre Muddisdale Road Kirkwall Orkney KW15 1LR</p>
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Name(s) of Account Holder(s)


Bank/Building Society account number

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Sort code

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Name and full postal address of your Bank or Building Society

To the Manager	Bank/Building Society
Address:	
Postcode	

Instructions to your Bank or Building Society to pay by Direct Debit

Service User Number

2	4	6	5	4	3
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Reference Number

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New Membership / New Details: \_\_\_\_\_

Membership Type: \_\_\_\_\_

Member Name: \_\_\_\_\_

### Instructions to your Bank or Building Society

Please pay The Pickaquoy Centre Trust Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee.

I understand that this instruction may remain with The Pickaquoy Centre Trust and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date:

**Banks and Building Societies may not accept Direct Debit Instructions from some types of account.**

This guarantee should be detached and retained by the Payer



### The Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit, The Pickaquoy Centre Trust will notify you not less than 15 days in advance of your account being debited or as otherwise agreed. If you request The Pickaquoy Centre Trust to collect a payment, confirmation of the amount and day will be given to you at the time of request.
- If an error is made in the payment of your Direct Debit by The Pickaquoy Centre Trust or your Bank or Building Society, you are entitled to a full and immediate refund of the amount you paid by your Bank or Building Society.
- If you receive a refund you are not entitled to, you must pay it back when The Pickaquoy Centre Trust asks you.
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify The Pickaquoy Centre Trust.



## Budget Membership

To be eligible for a budget membership you must be in receipt of one of the following-

- |  |  |
|--|--|
| Income Support <input type="checkbox"/>        | War Disability Pension <input type="checkbox"/>        |
| Pension Credit <input type="checkbox"/>        | Disability Living Allowance <input type="checkbox"/>   |
| Job Seekers Allowance <input type="checkbox"/> | Personal Independence Payment <input type="checkbox"/> |
| Employment Support <input type="checkbox"/>    | Attendance Allowance <input type="checkbox"/>          |
| Universal Credit <input type="checkbox"/>      | Carers Allowance <input type="checkbox"/>              |

We ask budget members to produce a dated award letter issued within the last 12 months. If you need a more recent letter, please call the benefit call line on 03456 00723.

Please note - Budget Members will be asked to show proof of eligibility every 6 months.

## General Terms and Conditions of Use

1. Membership cards are non-transferable and any use other than by the member may result in immediate cancellation of the membership card.
2. All members must report to a customer services point and produce their membership card or membership card number, prior to participating in any activity, otherwise a full charge may apply.
3. It is the paying member's responsibility to keep us informed of any changes to their contact details.
4. The Pickaquooy Centre Trust and Orkney Islands Council reserve the right to refuse any application for membership.
5. We reserve the right to add, remove or amend any activities from the membership scheme. All activities are subject to availability.
6. We reserve the right to charge additional fees for selected activities.
7. We reserve the right to amend prices at any time.
8. We reserve the right to amend our terms and conditions at any time.
9. A direct debit mandate must be completed and signed by the paying member before the membership can be purchased. Collection will be made on the 1st of every month.
10. If for any reason a facility, service or activity is closed or activities are cancelled for any period of time no refund will be given.
11. We operate a 12-hour cancellation policy. If you do not notify us of a cancellation, at least 12 hours in advance, then you will be charged a £2 cancellation fee at your next visit.
12. The membership scheme is available for the following: individuals over 8 years, or family of up to two adults over 18 years and unlimited children under 18 years of age. Proof of address may be required.
13. A digital photograph of all linked members, including children over 8, will be taken and stored with the membership details.
14. The Budget Membership option is available for anyone who is entitled to certain benefits. Please refer to [www.pickaquooy.co.uk](http://www.pickaquooy.co.uk) or [www.orkney.gov.uk](http://www.orkney.gov.uk) You will be required to provide evidence of your current status every 6 months.
15. Members will not be entitled to a refund for any part of their membership, or for any swim lessons not attended. Swim lessons on this membership are non-transferable between persons or facilities. Swim lessons are subject to availability.
16. Please refer to the general conditions of use and admission policies for each individual facility.
17. If you wish to cancel your ActiveLife Direct Debit, please notify us by emailing [memberships@pickaquooy.com](mailto:memberships@pickaquooy.com) by the 20<sup>th</sup> of the month.
18. Once you have terminated your membership, you will not be able to re-apply for a period of 6 months.
19. It is each user's responsibility to disclose any relevant medical condition to the staff on duty at the time of play.
20. Use of single courts (for activities such as squash, badminton, tennis, table tennis & short tennis) are included in the ActiveLife membership. Participating non-members will be charged additionally.
21. A full induction is required to access any gym, strength & conditioning, functional training area and bouldering cave in any facility. Access to the climbing walls requires initial competency testing please contact the Pickaquooy Centre or KGS Sports Centre for details.
22. **Learn2Swim**
  - 50% discount for all children with a current membership.
  - Allocation of spaces is from the first term after a membership is taken out.
  - Subject to availability.
23. **Budget Membership**
  - Allows users access to all activities for 50p.
  - You will be required to provide evidence every 6 month.
  - Junior Budget members are entitled to Learn2Swim lessons at the equivalent of 50p, per session paid in advance by the start of each term.
24. The ActiveLife scheme is initially being launched as a two year pilot, which will be reviewed after the first year.

Customer signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff signature: \_\_\_\_\_ Date: \_\_\_\_\_

**OFFICE ONLY**

SCUBA No: _____	Receipt no: _____
Membership type: _____	Membership taken out at: PICKAQUOY CENTRE
Membership card given <input type="checkbox"/>	Has customer cancelled a membership in past 6 months? Y/N
Photo taken <input type="checkbox"/>	Customer informed of cancellation policy <input type="checkbox"/>
	Customer completed gym induction <input type="checkbox"/>