

Brent's B.Active Card Discount Scheme Terms & Conditions (Apr 13 - Mar 14)

- 1** The B.Active scheme discounts apply to casual and public sessions only. It does not apply to matches, season tickets, club bookings, coaching sessions, multi-activity sessions, synthetic pitch hire, sports hall bookings, membership schemes or special events etc. If in doubt, please contact the particular centre.
- 1.1** The B.Active scheme cannot be used for hiring equipment.
- 2** Applicants for standard Brent resident B.Active cards must prove their residency by producing evidence (which is dated no more than two months prior to the date of card purchase) such as an original and recent utility bill or council tax bill (photocopies will not be accepted) at the time of application. For applicants between 17 and 18 years of age, evidence such as the applicant's passport, birth certificate, current bill with applicant's address or letter from the applicant's school or college will be acceptable.
- 2.1** Annual 60+ and Disabled B.Active cards are available to residents who are senior citizens 60+ or who are disabled persons registered in Brent.
- 2.2** In order to qualify for a 60+ and Disabled B.Active card, applicants must prove their residency as in clause two and eligibility by presenting their Pension Letter, Freedom Pass or Certificate of Registration for Disabled People in Brent.
- 2.3** 6 monthly Concessionary B.Active cards are available to the following persons who are residents of Brent; persons in receipt of housing benefits, income support, jobseekers allowance, council tax benefit, student nurses, full time students (17+).
- 2.4** In order to qualify for a Concessionary B.Active card, applicants must prove their residency as in clause two and eligibility by presenting evidence which is dated no more than two months prior to the date of card purchase. Accepted evidences are: Benefit Letter, N.U.S Card or Confirmation of Student Status Letter, Income Support Order Letter
- 3** All B.Active applications must be made in person together with photo ID and the other documentation listed in clause two at the time of purchase.
- 4** Any personal information provided by an applicant will be processed in accordance with the provisions of the Data Protection Act 1998.
- 5** Standard and 60+ & Disabled B.Active cards are valid for one year from the date of issue and cannot be used after their expiry date unless renewed.
- 5.1** Concessionary B.Active cards are valid for 6 months from the date of issue and cannot be used after their expiry date unless renewed.
- 6** When renewing B.Active cards, applicants must again prove their eligibility by presenting evidence as noted in clause two above.
- 7** The production of a B.Active card entitles the card owner to the discounts listed in the latest editions of the pricing leaflets.
- 8** Payments made for the B.Active card are non-refundable or transferable.
- 9** B.Active cards are issued by and remain the property of Brent and its partner who reserve the right to decline issue or withdraw an issued B.Active card at anytime.
- 10** A B.Active card must only be used by the named cardholder and cannot be transferred to or used by any other person. It is an offence for a named card holder to transfer a B.Active card to another person or for a person who has not been named as the card holder to attempt to use a B.Active card. It is also an offence for card holder to knowingly attempt to use an expired B.Active card or where a card holder no longer falls within the eligibility criteria specified in clause two. Loss of a B.Active card should immediately be informed to the issuing centre upon becoming aware of the loss.
- 11** Damaged, defaced or illegible B.Active cards will be invalidated and withdrawn. Upon the withdrawal of a B.Active card this must be replaced at the cost of the card holder. Replacement cards can only be obtained from the point of issue and will be subject to a charge of £3.50.
- 12** Brent Council and its partner reserve the right to exercise its discretion in accepting or refusing an application for a B.Active card.
- 12.1** B.Active cards are issued to named cardholders and such named cardholders can make telephone bookings up to seven days in advance and must be taking part in the activity themselves.
- 12.2** Upon arrival at the centre, all bookings must be confirmed by presenting the B.Active card and full payment must be made prior to participation in any activity/activities.
- 12.3** All cancellations must be made by telephoning the centre where the activity was booked. Cardholders will not be charged for cancelled bookings provided a notice period of no less than 48 hours is given.
- 12.4** B.Active cards must be shown at reception on every visit when booking/paying for an activity in order to receive the applicable discount. Failure to produce your B.Active card will result in payment of the full price of the activity.
- 12.5** Entry into any of Brent Council's sports centres is subject to the terms and conditions of the particular centre.
- 12.6** Brent Council and its partner are committed to eliminating harassment and attacks on both customers and staff. Brent Council and its Partner reserve the right to withdraw the B.Active card of any person deemed to be in breach of its violence at work policy, without compensation.
- 12.7** Brent Council and its partner reserve the right to withdraw the B.Active card without compensation if any of the above conditions of use are broken.
- 12.8** Brent Council and its partner reserve the right to amend the B.Active scheme or vary the above terms and conditions at its own discretion. Every attempt will be made to notify card holders of any changes prior to implementation.
- 13** The Terms and Conditions of the B.Active card scheme as set out herein and the rules of the Sports Centre are accepted by an applicant by virtue of grant of a B.Active card.