

## Culture & Sport Thrive Card - Terms & Conditions

### Entitlement

- A Durham County Council, Culture & Sport Thrive card is available to residents and non-residents of County Durham with no restrictions applied. Anyone who is registered and holds a valid Thrive card may utilize its benefits.
- Each Thrive card when issued is accompanied by a corresponding fob which may be used in place of the card when paying for activities or making bookings.
- The Thrive card and any associated fob remain the property of Durham County Council

### Applicable Venues

The Thrive card can be used at any of the below directly operated Durham County Council, Culture & Sport leisure centres or for use with the online bookings system.

Abbey Leisure Centre	Newton Aycliffe Leisure Centre
Meadowfield Leisure Centre	Spennymoor Leisure Centre
Freeman's Quay Leisure Centre	Shildon-Sunnydale Leisure Centre
Chester-le-Street Leisure Centre	Teesdale Leisure Centre
Riverside Leisure Complex	Woodhouse Close Leisure Complex

**\*Thrive card / fob is required to gain access to certain facilities through our entry control systems.**

### Fees & Charges

- Each Thrive card membership costs £5.00 unless you are eligible for a free card; the membership lasts for 12 months from the date of issue.
- Those who are eligible for a concession or who hold another qualifying membership would receive a Culture and Sport Thrive card free of charge. The criteria for a free Thrive card is detailed below.

Concessions	Qualifying memberships
<p><b>1. Status related:</b></p> <ul style="list-style-type: none"> <li>• Under 19 years old</li> <li>• 60 years old and overs</li> <li>• Registered Disabled</li> <li>• Income support</li> <li>• Job seekers Allowance Income Based</li> <li>• Job Seekers Allowance Contributions Based</li> <li>• Employment Support Allowance Support Component</li> <li>• Employment Support Allowance Related Component</li> <li>• Incapacity Benefit</li> <li>• Working &amp; Child Tax Credit</li> <li>• Severe Disablement Allowance</li> <li>• Disability Living Allowance all</li> </ul>	<ul style="list-style-type: none"> <li>• Aqualearn membership holders, both adults &amp; juniors.</li> <li>• Holders of gym memberships</li> <li>• Holders of swimming memberships</li> </ul>

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<p>components</p> <ul style="list-style-type: none"> <li>• Attendance Allowance</li> <li>• Carers Allowance</li> <li>• Pension Credit</li> <li>• War pension mobility scheme</li> <li>• Universal Credit (from 21/09/2015)</li> </ul> <p>*Other qualifying criteria may be applicable upon enquiry; the council would reserve the right to add or withdraw applicable concession criteria where it is required.</p>	
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- A fee is charged for replacement cards which have either been lost, stolen or damaged. Where a card is defective without apparent cause a replacement may be issued free of charge but this would be at the discretion of the site management. The fee for replacement cards is £2.50.
- When purchasing a card a new fob would be issued.
- Fobs will not be replaced unless purchased along with a replacement leisure card.
- Thrive cards are none transferable and non refundable.
- The £5.00 fee is payable every 12 months on or before your renewal date, in order to renew a Thrive card membership to be valid for a further year.

### Terms & Conditions of use

- A Thrive card will entitle holders to discounts on the following activities:
  - Swimming
  - Sauna / steam facilities
  - Squash / table tennis
  - Group exercise classes
- The Thrive card must be presented at the time of use, in order to obtain member benefits. Failure to present the card would result in standard charges being applied.
- A Thrive card is required at all times to book and pay online, however registered members may access the online bookings to check on details and availability without needing their card.
- A Thrive card is for the exclusive use of the card holder, any member found to be abusing this rule may have their membership cancelled and their member benefits taken away.
- Each member will be asked to have a picture recorded within the Leisure Management System and linked to their account. Juniors would require a parent or guardian to give consent on a Thrive card application.
- A Thrive card may only be used when making bookings which you as the member is planning to participate. Thrive card holders may not make bookings or reserve space within sessions for another person.
- Thrive card discounts may not apply to all sessions and activities and the Council reserves the right to amend this as required.

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- A Thrive card holder may book 7 days in advance at the leisure centre of their choice, by telephone or online.
- Thrive card holders do get the advantage of advanced booking, however, they do not receive any priority use of activities or facilities compared with none card holders.
- When making bookings for activities or venues a Thrive card holder is not forgiven any debts accrued through non attendance. Unless a minimum of 24 hours notice is given the council may pursue fees for activities which remain booked but were not paid for.
- Members agree to inform the Council of any change in status e.g. receipts of benefits or contact information.
- Thrive card holders who are over the age of 19 at the time of their next renewal would only be eligible for a standard Thrive card, priced at £5.00, unless they are in receipt of one of the qualifying concessions.
- The provision of fraudulent data will result in removal of Thrive card membership and suspension of member benefits. Depending on circumstances the Council may take further actions if deemed necessary.
- It is at the discretion of the leisure centre management to close any facilities or limit their usage, should the centre venue become used for major events, refurbishment or emergency repairs/maintenance. No refund will be given in such circumstances and the management team shall endeavor to give reasonable notice of any change in opening hours.
- No refund on Thrive card membership fees would be made at any time regardless of closures or withdrawal of services at any venues.
- As a Thrive card holder, from time to time we may contact you with details of promotions and special offers along with other information we think may interest you across the range of Culture & Sport Services.
- Durham County Council reserves the right to change, alter or remove card benefits at any time to meet the needs of the service. Durham County Council reserves the right to amend the terms & conditions of a Thrive card membership. The failure of Durham County Council to enforce any of their rights at any time for any period shall not be construed as waiver of such rights.

Signature of Member		Date	
Signature of leisure centre		Date	