

Terms and Conditions (to be retained by customer)

1. Once the Key card agreement has been entered into, you will be deemed to have accepted the terms and conditions of the scheme (including the requirement for an electronic photograph) and as such will be bound by these until the agreement is terminated in accordance with these conditions. Any misuse or failure to abide by these terms and conditions may result in the withdrawal of your card and you may be considered ineligible for future applications.

2. This scheme is operated by Woking Borough Council. All of its terms and conditions are at the discretion of the council and the council reserves the right to amend any aspects of the scheme as required.

3. Your card is issued by, and remains the property of, Woking Borough Council which reserves the right to decline, issue or withdraw the card at any time.

4. If you apply for a card when you are not entitled to it you could be subject to civil or criminal legal action.

5. Dependent children under the age of 16 years must live at the same address as the parent or guardian claiming the means tested benefit in order to claim their own concession card.

6. Your card is issued in the name of the holder and is not transferable. Your card must not be used by anyone other than the cardholder. Any card being used by someone other than the authorised cardholder will result in Woking Borough Council cancelling your card.

7. If your circumstances change you should contact the council immediately. If you knowingly continue to use the card when not entitled to do so, you will not be eligible to apply for the same scheme again.

8. Your card must be swiped by a receptionist for each visit and your card number given every time you make a telephone booking to claim your discount, otherwise you will be charged the standard rate.

9. Please be aware there are limited spaces on some activities for concession rates.

10. Damaged, lost or stolen cards must be reported to reception. A replacement fee will be charged. Any changes in personal details or circumstances must be notified in writing or by email to memberships@woking.gov.uk

11. Anyone using the Evolve Fitness Suite at Woking Leisure Centre must have completed an up-to-date gym induction at the venue before using the facility. See prices leaflet for gym induction fees.

12. We will notify members in writing in advance by prominently displayed public notice or on the website, prior to any increase in fees and charges or changes to terms and conditions.

13. Bookings can be made seven days in advance. However, 48hrs notice is required for any cancellation. If you are unable to provide 48 hours notice and your booking remains unsold then you may be liable for the cost of this booking at full standard adult charge and an administration charge of £1.50. Failure to attend your booking without notice may result in the above policy being applied.

14. Your personal information will be held and used in accordance with the Data Protection Act 1998. The Council will not disclose such information to any unauthorised person or body but where appropriate will use such information in carrying out its various functions and services. Your address / phone number or email address may be used to send you information about our services and promotions.

2 Please see www.woking.gov.uk/thekey for general terms and conditions.

Pay as you go application

This application is: New Renewal. Existing card number _____
 Lost card

I am applying for a

Key Standard	<input type="checkbox"/>	Senior Swim Scheme	<input type="checkbox"/>
Key Status	<input type="checkbox"/>		
Key Concession	<input type="checkbox"/>	Key Concession Dependant	<input type="checkbox"/>

Where did you hear about the Key? _____

Title Dr/ Mr/ Mstr/ Mrs/ Miss/ Ms

Surname _____

First Name _____

Address _____

Town _____ Postcode _____

Telephone number: Home _____ Mobile _____

Date of birth DD/MM/YY _____ Email _____

Ethnic Origin

White British White Irish Black British Indian Black Caribbean

Mixed White/ Black Caribbean Mixed White/Black African

Mixed White/Black Asian Chinese Asian British Pakistani

Bangladeshi Other _____

Declaration: All the information that I have given is correct and I understand that any false information provided may affect all of the applications submitted.

I understand, have read and accept the Terms and Conditions.

Customer Signature: _____ Date: _____ DD/MM/YY

Parent/Guardian signature
for children under the age of 16 _____

I do not want to receive information about other services from Woking Borough Council

Key Standard	single adult card	no need for proof	
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Key Status	Pre-school	Birth certificate	
	Full time education (21 hours per week plus)	Letter from school/ college/ university	
	60 years and over	Proof of age	
	Disabled	Disability Living Allowance letter	
	Carer	Carer's Allowance letter	
	Government training scheme	Up to date letter to show currently on scheme	

Key Concession (available to Woking Borough residents only)	Job Seekers Allowance (Income based)	Current letter, as well as proof of residency in Borough	
	Working Tax Credit	Bring your current working tax credit letter, NHS Exemption Certificate, as well as proof of residency in Borough	
	Income Support	Current letter, as well as proof of residency in Borough	
	Guaranteed Pension Credit	Current letter, as well as proof of residency in Borough	
	Employment Support Allowance	Current letter, as well as proof of residency in Borough	

Senior Swim Scheme (Key Status) £40	Over 60 years	Proof of age / valid Key Status card	
Senior Swim Scheme (Key Concession) £20	Over 60 years	Proof of age / valid Key Concession card	

Payment			
receipt number	Amount taken	Staff initials	Card number
Please tick this box if the member needs a carer when using the facilities			<input type="checkbox"/>

The Key is the tool to unlocking a variety of health and leisure opportunities. Whether you live in Woking or outside the Borough, you are welcome to be a Key member. If you prefer to pay as you go, then the Key will give you easy access to venues and many other benefits with over 30 other partners. Ask reception for a list of partners where you can get discounts by simply showing your Key card.

Key Standard

Anyone can apply for a Standard membership for casual use and for booking courts/sessions or simply access the Evolve Fitness Suite on a pay as you go basis after your induction. The card costs £4 annually and is renewable after one year.

Key Status

Anyone can apply for a Status membership if you are in full time education, aged 60 and over, in receipt of Disability Living Allowance or on a government training scheme. This card is for status discounted rates for casual use and for booking courts/sessions or simply access the Evolve Fitness Suite on a pay as you go basis after your induction. The card costs £4 annually and is renewable after one year.

Key Concession

You can apply for a Concession membership if you live in the borough of Woking, pay your council tax to Woking Borough Council, and are in receipt of the following means tested benefits; Income Support, Working Tax Credit (qualifying for a NHS certificate), Job Seekers Allowance (income based), Employment Support Allowance, or Pension Credit (guaranteed or savings). If you are in receipt of any of the above benefits your partner and children living at the same address will also qualify. When your child reaches 17 years old they will no longer qualify as a dependant, but can then apply for a key card in their own right. This card is for concession discounted rates for casual use and for booking courts/sessions or to simply access the Evolve Fitness Suite on a pay as you go basis after your induction. The card costs £4 annually and is renewable after one year and you have to show current, valid proof of your eligibility criteria when you apply or renew.

Senior Swim Scheme (over 60s)

An annual membership available to both borough and non-borough residents. Access all public swimming sessions (subject to maximum bather numbers) between 8.30am and 3.30pm Monday to Friday (first admission 8.30am - last ticket 3pm) Please note that standard fees will apply outside of these hours. Please be aware that the Competition Pool is closed Mondays and Wednesdays 3-4pm and Fridays 2-4pm during term-time. Charges : £40 seniors with a valid Key Status card/ £20 seniors with valid Key Concession card

How do I apply?

One Stop Shop
Woking Borough Council,
Civic Offices, Gloucester Square,
Woking, GU21 6YL
Tel. 01483 755855
Apply between 9am - 4.45pm

Reception
Woking Leisure Centre and Pool in the Park
Woking Park
Kingfield Road, Woking, GU22 9BA
Tel. 01483 771122
Apply between 9am - 8pm