

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 wokingmemberships@freedom-leisure.co.uk

11. Anyone using the Gym at Woking Leisure Centre must have completed a Health Commitment Statement Form at the venue before using the facility. See prices leaflet for joining 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, 48 hours notice is required for any cancellations. 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 the full standard adult charge and an administration charge. 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.

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

Operated by **freedomleisure** in partnership with Woking Borough Council

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 dependant	<input type="checkbox"/>
key concession	<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 would like to receive information about other services from Woking Borough Council

I would like to receive information about other services from freedom leisure

From time to time Woking Borough Council and freedom leisure would like to contact you with offers and updates. Woking Borough Council and freedom leisure will not share your information with any third party organisations.

key standard	<input type="radio"/>	single adult card	no need for proof
key status	<input type="radio"/>	Pre-school	Birth certificate
	<input type="radio"/>	Full time education (21 hours per week plus)	letter from school/college/university
	<input type="radio"/>	60 years and over	Proof of age
	<input type="radio"/>	Disabled	Personal Independence Payment or Disability Living Allowance letter
	<input type="radio"/>	Carer	Carer's Allowance letter
	<input type="radio"/>	Government Training Scheme	Up to date letter to show currently on scheme
key concession available to Woking Borough residents only	<input type="radio"/>	Job Seekers Allowance (income based)	Job Seekers Allowance award letter, as well as proof of residency in Woking Borough
	<input type="radio"/>	Working Tax Credit / Universal Tax Credit (household income £16,105 or less per year)	Current Working Tax Credit award letter or Universal Tax Credit award letter, as well as proof of residency in Woking Borough
	<input type="radio"/>	Child Tax Credit / Universal Tax Credit (household income £16,105 or less per year)	Current Child Tax Credit award letter or Universal Tax Credit award letter, as well as proof of residency in Woking Borough
	<input type="radio"/>	Income Support	Income Support award letter, as well as proof of residency in Woking Borough
	<input type="radio"/>	Guaranteed Pension Credit	Current Pension Credit letter, as well as proof of residency in Woking Borough
	<input type="radio"/>	Employment Support Allowance (Income based)	Current Employment and Support Allowance letter, as well as proof of residency in Woking Borough. If you are in receipt of ESA, but have not received your award letter, you can request it by contacting the DWP on 0345 6088545 or 0845 6088545
senior swim scheme (key status) annual	<input type="radio"/>	60 years and over	Proof of age /valid key status card
senior swim scheme (key concession) annual	<input type="radio"/>	60 years and over	Proof of age /valid key concession card

payment			
receipt number	amount received	staff initials	card number

please tick here if the member requires a carer to assist with using the facilities

The key card is the tool to unlocking a variety of health and leisure opportunities. Whether you live in Woking or outside of the Borough, you are welcome to become a key card member. The key will give you easy access to venues and other benefits from its partners. Visit www.woking.gov.uk for a full list of partners.

key standard

Anyone can apply for a standard membership for casual use, for booking courts/sessions, or to access the Gym on a pay as you go basis after your induction. The card costs £8.00 and is renewable annually.

key status

You can apply for a status membership if you are in full time education, aged 60 or over, in receipt of Personal Independence Payment, Disability Living Allowance or on a government training scheme. This card is for status discounted rates for casual use, for booking courts/sessions, or to access the Gym on a pay as you go basis after your induction. The card costs £8.00 and is renewable annually.

key concession

You can apply for a concession membership if you live in the borough of Woking (and therefore pay your Council Tax to Woking Borough Council) and are in receipt of the following means tested benefits; Income Support, Working Tax Credit or Child Tax Credit (income £16,105 or less per year), Job Seekers Allowance (income based), Employment Support Allowance (income based), or Pension Credit (guaranteed). 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 if eligible, can then apply for a key card in their own right. This card is for concession discounted rates for casual use, for booking courts/sessions, or to simply access the Gym on a pay as you go basis after your induction. The card costs £5.50 and is renewable annually. You must provide current proof of eligibility each time you renew your key card.

Replacement card costs £5.50.

senior swim scheme (over 60s)

An annual membership is available to both borough and non-borough residents. Access is to 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 on Mondays and Wednesdays from 3-4pm and Fridays from 2-4pm during term-time. Annual charges: £63.25 for seniors with a valid key status card and £33.00 for seniors with valid key concession card. Please ask at pool reception.

how do I apply?

Woking Leisure Centre and Pool in the Park

Woking Park, Kingfield Road, Woking, GU22 9BA

Tel. 01483 771122

Apply in person between

11am - 8pm: (Mon – Fri)

11am – 7pm: (Sat / Sun)

Please remember to bring any current proof of eligibility required for your key card application (see list on the back page)

