



Leisure Card - Frequently Asked Questions

1. Why was the leisure card scheme introduced in October 2006?

To offer residents lower prices than non residents because their council taxes pay for the leisure facilities.

To help us to understand more accurately who is using what facilities, and when, so that we can plan even better services for the future.

To raise the profile of the extensive range of leisure facilities in the district by enabling us to provide information about these facilities to those who want to access them.

To raise awareness of the 50% discounts available to people in receipt of certain benefits.

To provide a single card for residents covering all activities and memberships.

2. Why are non-residents being penalised? Especially when they are 60+ which should be a compulsory reduction?

Non residents are able to benefit from all the facilities but we believe that residents, whose council taxes help to pay for the cost of running the leisure centres, swimming pools, tennis courts and golf courses etc, should be offered preferential pricing.

All non residents, regardless of age, will pay the non-resident price.

3. What about non-resident children or children who don't have a Leisure Card?

They will pay half the price for non-resident adults.

4. What if I am taking my children and their friends, who live in the district, swimming. My children have a card but their friends do not?

On that day the children without a Leisure Card will pay half the price for non-resident adults. They will be given an application form and encouraged to get their parents to fill it in.

5. I have booked a badminton court. I am a resident and my friend is not?

The fee is payable by the person who makes the booking. Therefore a resident making a booking will qualify for the discounted rate for the whole court, even if they are playing with non-residents.

6. Who decides on the annual price rises?

Leisure Connection in consultation with the St Albans District Council.

7. Why do I need to renew my card after a year?

So we can ensure that we have accurate details and up to date information if you are claiming any concessions.

8. How do I buy half price residents' standby tickets for live shows and events at the Alban Arena and Harpenden Public Halls?

Standby tickets, subject to availability, can be bought within 1 hour of the show's publicised start time from the box office. They must be bought in person. Residents will pay half price on production of their Leisure Card. A Leisure Card holder can purchase a maximum of 2 tickets on standby.

9. How much does the Leisure Card cost?

The Leisure Card is free for residents.

10. What is the price of a child under 5 going swimming?

Swimming is free for both resident and non resident.

11. What is a pay and play sessions?

This is a session you pay for each time you participate in an activity and payment is made at the point of entry.

12. What will my data be used for?

Data will be used to track user participation and participation trends.

Data will not be passed to any third parties or used for any other purpose without prior written permission.

13. Do 60+ residents get 50% discount on 50+ programmes?

The 50+ sessions across the district are targeted activities and as such already offered at a discounted resident rate. There will be no further reductions on these sessions.

14. How do I get an adapted version of the leaflet? (Braille, large print & audio)?

Please ask at reception. Sites will arrange for the provision of these documents as required.

15. Can I apply online?

A Leisure Card form can be downloaded from www.leisureinstalbans.co.uk but you will still need to fill this form out and return to a centre with you proof of residence and any concessions you wish to claim

16. What is a junior and how the charge is worked out?

Anyone 16 years of age and under. As of 1 October 2006, Leisure Connection Ltd introduced a two-tier pricing scheme (adult resident and adult non resident). This is a contractual obligation under the Leisure Management Contract with this Authority. There is a concessions policy in place which entitles children and young people aged 16 and under to receive 50% discount on the two tier pricing scheme. For example, a Resident Adult Casual Swim is £3.40 and a resident under 16 will receive a 50% discount of this price and be charged £1.70. No other discounts apply.

17. Can I apply by post?

No, you will need to apply at the leisure centres.

18. How do I claim free access as an elite sports person?

Individuals do not have to complete the leisure card application form.

Individuals must complete a pursuit of excellence form carlene.sandiford@leisureconnection.co.uk and forward to St Albans Arts, Sport and Health Development Team based at London Colney Adventure World. (This form incorporates the same information as the Leisure Card).

The Leisure Card will be processed and sent directly to the individual within 2 weeks of submitting their application (subject to reference checks being successfully completed).

19. Can I bring proof of ID each time I visit if I do not complete an application form?

No, a card must be obtained to claim the 10% discount.

20. Do I get access to courses with a 10% discount?

Yes, on production of your leisure card.

21. Can I book pay and play activities online using my Leisure Card?

Not at this time but this is something that may be possible in the future.

22. Are concessionary rates still available to those aged 60+?

Residents aged over 60 will receive a 10 per cent discount with a Leisure Card. Those in receipt of pension credit will receive a 50 per cent concessionary rate. All non-residents will pay full price for activities.

23. Who is responsible for setting the new concessionary policy for pricing within the new Leisure Card scheme?

St Albans City and District Council Leisure Management Contract working party discussed this policy in great detail. It proposed to support financial subsidies to people in financial need. This was confirmed by Council's Cabinet and falls in line with other similar Council benefit policies.

24. Why does my concession not necessarily last for a year

All concessionary memberships are only valid for the length of the benefit or 1 year which ever is shortest as some benefits will only be granted for short periods so the leisure card validity will reflect this

Income support = 6 months

Housing and council tax benefits = 6 months

Job seekers allowance = Lasts for 6 weeks

Working families tax credit = 6 months

Incapacity benefit = 6 months

Pension credit (guaranteed element) 60yrs+= 12 months

Full time students over 16 = 30th Sept each year

Employment Support Allowance = 6 months

25. If a user has on-going concerns?

Please write to the Administration Manager, London Colney Recreation Centre,
Perham Way, London Colney AL2 1LB or e-mail saadmin@leisureconnection.co.uk