



Indoor Sports Facilities

Go Active ACCESS CARD POLICY

It is our policy to charge customers in all circumstances should they fail to produce their membership Access Card, even if we are aware that they have a valid membership and can identify themselves as the membership holder. The requirement to produce your card is displayed in the leisure centres and is clearly explained during the membership sign-up process and in the welcome letter issued to all new members.

We have approximately seven thousand members who can access multiple sites. Unfortunately, we have learned from previous experience that any deviation away from this policy becomes increasingly difficult to control and the situation becomes inconsistent and unmanageable.

There will inevitably be isolated incidents where members forget their access cards but we have found that this escalates quickly into a larger problem if procedures are relaxed. The resulting issues include customers regularly failing to bring their Access Cards with them and staff being complacent in terms of asking customers to produce cards, which presents auditing and control problems for us.

We are sorry for any inconvenience this may have caused you and hope you continue to enjoy the benefits of your membership.

Jeff Barston
Active Lives, Leisure and Fitness Service Manager

(Reviewed September 2025)