

Corby Borough Council
Leisure Loyalty Scheme

Terms and Conditions

1. Loyalty card holders can earn points on various purchases at some of Corby Borough Council's ("CBC") leisure facilities. The points acquired may be traded for certain activities. If you register as a Loyalty card holder you accept these terms and conditions.
2. An application form to register for a loyalty card is attached. The Loyalty card is specific to the individual applying for the card. In order to identify the applicant certain personal data is requested in the application form together with the permission to have a photograph taken to be included with Loyalty card application.
3. This personal data is requested under Article 6(1)(b) of the General Data Protection Regulation ("GDPR") which gives CBC a lawful basis for processing where processing is necessary for the performance of a contract to which the applicant is party or in order to take steps at the request of the applicant to process an application. Customers are required to complete an opt in/out statement and if not completed will automatically be opted out.
4. Loyalty Cards are non-transferable and remain the property of Corby Borough Council (CBC) and must be returned to CBC on request. The Loyalty card holder is responsible for the security and condition of the Loyalty card. Replacement cards will be charged for. CBC cannot be responsible for any unauthorised use of points or any lost or stolen cards or associated promotional vouchers.
5. If a Loyalty member notifies CBC that they do not wish to receive related information or be contacted for promotional purposes in connection with the Loyalty scheme, CBC will comply with such a request. All members are asked to read the Corby Borough Council Privacy Policy, see www.corby.gov.uk for further details. Loyalty Members can request the deletion of their personal data at any time.
6. We reserve the right to refuse a registration if there are reasonable grounds for doing so.
7. The Loyalty scheme is open to: Any customer using the facilities on a casual pay as you go basis as desired – any monthly Direct Debit members and 6 monthly and annual members.
8. The Loyalty cards may not be used by the individual if the card is not renewed by the expiry date, the cards are renewable every 12 months and must be renewed within 2 months of expiry or the individual will lose points.
9. Prices are based on an individual's leisure loyalty card category and only apply to the person booking the activity and not to additional users, such as friends or family.
10. The Loyalty card must be produced on every occasion to obtain any reduction.
11. Customers who do not have a Loyalty card present will be charged the non card holder price for the activity.
12. Activities must be paid in full with Loyalty points; part payment by points cannot be accepted.

13. To receive concessionary prices you must prove eligibility on joining the scheme or renewing and at any additional specified periods.
14. Certain activities may have additional terms and conditions.
15. The giving of incorrect information with the intent on defrauding CBC, improper use or unacceptable behaviour, will result in cancellation of the card, loss of points and any other appropriate action deemed necessary.
16. Loyalty points will only be gained on specified activities and will be reviewed on a regular basis.
17. Loyalty points cannot be used as payment towards a Leisure membership, Annuals or any other monthly fees.
18. A maximum of 5,000 points can be used in any one transaction and 10,000 points in a 12 month period.
19. CBC reserves the right to amend these terms and conditions and will give the Loyalty member a minimum of 14 days notice. Earning or redeeming points on a Loyalty scheme will constitute acceptance of the revised terms and conditions.
20. In the event of any dispute, a final decision will be made by the Leisure Manager.
21. Points will only be collected if a customer swipes their card every time they use the sites included within the scheme.
22. To redeem points, the loyalty card member must present their Loyalty card at the reception desk of the leisure facility at the time of booking or payment unless booking on the phone when the card ID will be required. From time to time CBC may offer promotions subject to additional terms and conditions which will apply in addition to these terms and conditions. This may include offering Loyalty members alternative products and services or adjusting redemption values.
23. Points have no expiry date but will be lost if a Loyalty account is closed, not renewed or the Loyalty programme is superseded or ends.
24. A Loyalty card holder will be able to receive their points balance by enquiring at the reception desk of any of the leisure facilities involved in the scheme.
25. Points can only be earned, held or redeemed as set out in these terms and conditions.
26. Points from more than one loyalty card cannot be combined for redemption of the same reward.
27. Points are not exchangeable for cash or any alternative beyond the activities eligible in the scheme
28. The Loyalty point's scheme is only for personal and consumer use and cannot be used for any transaction where the beneficiary is a business or the owner of a business to benefit the business.
29. CBC's only responsibilities with respect to Loyalty points are set out in these terms and conditions which are subject to English law. We will only be liable to a Loyalty card holder who suffers loss as a result of our breach of these terms and conditions and if so our sole liability will be to credit to the relevant Loyalty account any points which have been wrongly deducted or should have been credited but were not.