



Leisure Choices
to suit your
lifestyle!

Cur-seachadan
airson do dhòigh-
beatha-sa!



High Life

Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

Direct to your LOCAL HIGH LIFE facility or it will be forwarded on from:
The Highland Council (High Life)
Education, Culture and Sport Services
Nairn Leisure
Marine Road
Nairn
IV12 4EA

Originator's Identification Number

7 0 4 5 4 1

Your LOCAL HIGH LIFE facility is:

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank or Building Society

To: The Manager Bank/Building Society
Address
Postcode

Instruction to your Bank or Building Society

Please pay The Highland Council Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with The Highland Council and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

Reference Number

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

This guarantee should be detached and retained by the Payer

The Direct Debit Guarantee



- This Guarantee is offered by all Banks or Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change The Highland Council will notify you 14 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by The Highland Council or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

The High Life Card Offers:

Choice & Value for Money

Your **High Life Card** allows you and your family to choose leisure options which suit your lifestyle and your pocket. Choose from the following:

Budget	All Inclusive	Pay As You Go
<p>If you are entitled to certain benefits then the Budget option may be the best deal for you!</p> <p>If your household is:</p> <ul style="list-style-type: none"> • on Income Support; • Pension Guarantee Credit; • Job Seekers Allowance; • Employment Support Allowance; or • individuals on Disability Living Allowance/ Attendance Allowance. <p>You Pay: 50p per activity</p> <p>Choose: ● Budget</p>	<p>If you use your leisure centre frequently then All Inclusive is the deal for you!</p> <p>For unlimited access to most centre facilities and activities (see terms and conditions) you pay a set monthly amount by direct debit or equivalent annual lump sum by cash, cheque or debit/credit card.</p> <p>Individual £16.45 Family £23.10</p> <p>Choose: ● All Inclusive</p>	<p>If you use your leisure centre occasionally then Pay As You Go is the deal for you!</p> <p>You pay advertised activity prices on each visit.</p> <p>If you are:</p> <ul style="list-style-type: none"> • under 18 years old; or • in full time education; or • over 60 years old; you pay ½ the adult activity price. <p>Choose: ● Pay As You Go</p>

Where Can I Use My Card?

You can use your **High Life card** at any of these Leisure Centres:

Ainess Swimming Pool	Ainess Academy, Ainess, IV17 0UY	01349 882456
Arainn Fhinn	Viewfield Road, Portree, IV51 9ET	01478 614819
Assynt Leisure Centre	Culag Harbour, Lochinver, IV27 4LQ	01571 844123
Averon Leisure Centre	High Street, Ainess, IV17 0GB	01349 882287
Aviemore Swimming Pool	Macdonald Aviemore Highland Resort PH22 1PN	08448 799152
Badenoch Centre	Spey Street, Kingussie, PH21 1EH	01540 662485
Black Isle Leisure Centre	Deans Road, Fortrose, IV10 8TJ	01381 621252
Craig MacLean Centre	Cromdale Road, Grantown-on-Spey, PH26 3HU	01479 870281
Culloden Academy Complex	Keppoch Road, Culloden, IV1 2JZ	01463 792794
Dingwall Leisure Centre	Tulloch Avenue, Dingwall, IV15 9LH	01349 864226
Gairloch Leisure Centre	Achtercairn, Gairloch, IV21 2BP	01445 712345
Invergordon Leisure Centre	Academy Road, Invergordon, IV18 0LB	01349 853689
Inverness Leisure	Bught Park, Inverness, IV3 5SS	01463 667500
Lochaber Leisure Centre	Belford Road, Fort William, PH33 6BU	01397 704359
Lochalsh Leisure Centre	Douglas Park, Kyle of Lochalish, IV40 8AB	01599 534848
Lochbroom Leisure Centre	Quay Street, Ullapool, IV26 2TU	01854 612884
Naim Leisure	Marine Road, Naim, IV12 4EA	01667 453061
Poolewe Swimming Pool	Cliffon, Poolewe, IV22 2JU	01445 781345
Sutherland Swimming Pool	Back Road, Golspie, KW10 6RA	01408 633437
Thurso Swimming Pool	Millbank Road, Thurso, KW14 8PS	01847 893260
TRACC	Hartfield Road, Tain, IV19 1DX	01862 893767
Wick Swimming Pool	Burn Street, Wick, KW1 5EH	01955 603711

AND at any library in the Highland area to borrow books.

Application Form

Please complete this form in **BLOCK CAPITALS** then return it to the leisure centre where it was issued.

Please Tick Your Preferred Option

● **Budget**
Pay "as-and-when" at your local leisure centre.

● **Pay As You Go**
Pay "as-and-when" at your local leisure centre.

● **Individual All Inclusive** ● **Family All Inclusive**

If you have chosen an All Inclusive option, how do you wish to pay?

12 monthly instalments by Direct Debit (first payment in cash)
- Complete the Direct Debit form and take it to your local leisure centre.

A single annual payment by - Cash Cheque Credit/Debit Card
- Pay at your local leisure centre.

Your Details

Title: _____ Forename: _____ Surname: _____

Date of Birth: _____ Age: _____ Male Female

Address: _____

Post Code: _____ Telephone: _____

Email: _____ Mobile: _____

High Life Membership Number (Office Use): _____

Additional Family Members

Title: _____ Name: _____ Age: _____ Male Female

Date of Birth: _____ High Life Membership Number (Office Use): _____

Title: _____ Name: _____ Age: _____ Male Female

Date of Birth: _____ High Life Membership Number (Office Use): _____

Title: _____ Name: _____ Age: _____ Male Female

Date of Birth: _____ High Life Membership Number (Office Use): _____

Title: _____ Name: _____ Age: _____ Male Female

Date of Birth: _____ High Life Membership Number (Office Use): _____

Your Signature

Signed: _____ Date: _____

Data Protection

Your High Life card can be used across a number of participating facilities, operated by The Highland Council and other leisure facility providers. Any personal details you supply as part of your application will be available to appropriate staff in each participating facility to ensure your efficient access to all available opportunities.

Information is held for the sole purpose of administering your High Life membership in compliance with the Data Protection Act 1998.

General Terms & Conditions Of Use

- a) Cards may be used at all participating Centres which are listed overleaf.
- b) The card holder must report to reception and the card shown on every visit prior to participating in any activity, otherwise the full charge may apply.
- c) Cards are not transferable and any use other than by the cardholder will result in immediate cancellation of the card with no refund. Cardholders are required to allow a facial photographic record to be stored with membership details.
- d) The manager or nominated deputy reserves the right to refuse any application for a card.
- e) Group/school hire of halls, rooms, pools and pitches, and classes/activities run by non centre staff and clubs, are not included in the "All Inclusive" scheme.
- f) Use of single courts for badminton, squash, short tennis, tennis courts are included under "All Inclusive", but if any non "All Inclusive" cardholders are playing, participants will be liable for a proportion of the price of hire.
- g) Sunbed health and safety - where a sunbed is available there will be a limit of 2 sessions per week (with a minimum of a 3 day interval), and 20 sessions per year.
- h) Cardholders do not have preferential treatment over other users of the facility and maximum participant numbers will apply for any activity. Please check availability and book up to 7 days in advance when possible.
- i) Inclusive card holders may be limited to advance booking of, and participating in, two different sessions of activity per day. Additional use will be permitted at Manager's discretion subject to space, and maximising access for all customers.
- j) The Highland Council reserve the right to add/remove activities from the programme of activities at any time.
- k) The Highland Council reserve the right to charge additional fees for selected activities/classes.
- l) The Highland Council reserves the right to review prices at any time. The cardholder will be given a minimum of 14 days notice of any proposed increase. They will then have the right to terminate their Direct Debit agreement without penalty within the 14 day period, failing which the member will be deemed to have agreed to the increase and their direct debit amount will be altered accordingly.
- m) On cancellation all cards associated with the cardholder must be returned to the issuing Centre. These would normally be returned with the letter of resignation.
- n) If a card is lost the cardholder must notify us immediately to de-activate the card, otherwise losses will be liable by the cardholder. This must be followed up in writing within 7 days of loss. Any credits on the card will be lost. There will be a charge of £2.50 for any replacement card.
- o) Cardholder fees are non-refundable.
- p) Changes to card categories are only allowed at the discretion of the manager or nominated deputy.
- q) "All Inclusive" card holders will not be entitled to credit for any part of courses not attended.
- r) The scheme includes an annual 2 week shutdown of facilities. However, if the building is closed for an extended period of emergency repairs then credit will be given for every additional full week closed.
- s) Budget cardholders will be required to show evidence of their status every 3 months.
- t) The card holder may use their card to borrow from any Library in The Highland Council network, with exception of those mobile libraries which are not yet computerised. If the person is not already a library member then a registration form must be filled out before they can use the card for library business.
- u) The High Life card remains the property of The Highland Council.
- v) The Highland Council reserves the right to review the terms and conditions and make reasonable changes.

A Definition Of Categories

Budget

This includes adult and partner and dependants under 18 years of age on Income Support, Pension Guarantee Credit, Job Seekers Allowance or Employment Support Allowance. Also individuals on Disability Living Allowance/Attendance Allowance. These persons will be charged the "Budget" price.

All Inclusive

This allows unlimited use of all facilities and activities in the scheme during their normal opening hours for individuals or families (up to two adults and dependants under 18 living at the same address) committed to paying an all inclusive fee by direct debit for a minimum of one year. There are some restrictions to All Inclusive use detailed in the terms and conditions above.

Pay As You Go

This requires paying advertised activity prices. Half adult price applies for under 18 years old, persons in full time education and persons over 60 years. Also ask at your local facility about happy hours (50p per activity - certain activities only).

Help to maximise your income

Are you claiming your benefits and entitlements?

You may be missing some of the opportunities that are open to you to lead as full and active life as possible.

The Highland Council's Customer Income Maximisation Team can advise you about all the benefits and other entitlements that are available, undertake benefit checks to ensure you are not missing out on any benefits and provide assistance to help you complete the relevant forms.

Entitlement to some benefits may also qualify you for access to leisure centres for 50p a visit, concessions on public transport, exemption from road tax, entitlement to the Blue Badge scheme, help with your housing costs in the form of mortgage interest payments or help towards your rent or council tax.

Getting in touch with us is the first step to maximising your potential income.

You can contact the Council's Customer Income Maximisation Team by:

Telephone: 0800 090 1004 **Email:** income.maximisation@highland.gov.uk

Post: Customer Income Maximisation Team, The Highland Council, PO Box 5650, Inverness, IV3 5YX

Or visit our website: www.highland.gov.uk



Alternatively you can contact any of the organisations below:

- | | |
|--|--------------------------------|
| ● Badenoch & Strathspey Community Advice and Information Service | Telephone: 01479 810919 |
| ● Caithness Citizens Advice Bureau | Telephone: 01847 894243 |
| ● East Sutherland Citizens Advice Bureau | Telephone: 01408 633000 |
| ● Inverness Citizens Advice Bureau | Telephone: 01463 237664 |
| ● Lochaber Citizens Advice Bureau | Telephone: 01397 705311 |
| ● Nairn Citizens Advice Bureau | Telephone: 01667 456677 |
| ● North West Sutherland Advice and Info Service | Telephone: 01971 521730 |
| ● Ross & Cromarty Citizens Advice Bureau | Telephone: 01349 883333 |
| ● Skye & Lochalsh Citizens Advice Bureau | Telephone: 01478 612032 |