

APPENDIX B – Leisure Contractor’s responsibilities

10. FEES AND CHARGES

10.1. The Contractor shall set the fees and charges at all of the facilities comprising the contract, subject to the requirements of this Specification, including (but not limited to) the remainder of this section 10.

10.2. The Contractor shall offer a concession price to the following groups at the Facilities during the Contract Period:

- Individuals in receipt of a disability benefit
- Individuals in receipt of Job Seeker’s Allowance (income-based) and those who are not working and are in receipt of Universal Credit
- Juniors (5 – 18yrs)
- Individuals in receipt of state pension
- Students – Full time of any age; any student under 25yrs
- Exercise Referral Clients (when they use the facilities outside the planned sessions)

The extent of the discount/concession will form part of the Contractor’s annual proposals, which must be agreed with the Authority’s Designated Officer prior to implementation.

10.3. The Contractor will offer free admission and activities to the following categories of customers

- Children aged 4 and under
- Individuals in receipt of Carers Allowance when accompanying the person for whom they care
- Children accompanying an adult in receipt of Job Seekers Allowance (income-based) or Universal Credit

10.4. The Contractor shall operate a scheme to encourage use of the centres by talented athletes, particularly children and young people.

10.5. The Contractor shall have a membership scheme that provides members with access to all facilities within this contract. The membership scheme shall ensure that all members of the facilities (including those entitled to the Passport to Leisure Scheme) have a universal membership card and are charged according to their membership status.

10.6. The Authority requires the membership scheme to include a Passport to Leisure Scheme for all those individuals entitled to free or concessionary access to the Facilities. The Passport to Leisure Scheme shall enable those Users to access the facilities at a free or concessionary rate but with the same membership card so that they do not feel stigmatised when using the facilities.

10.7. The Contractor shall not charge a ‘joining fee’ (or any other form of additional charges) for individuals entitled to free or concessionary access.

10.8. The Contractor shall review the following core products and prices in September of each year and submit any proposed changes to the Authority for approval (the “Fees and Charges Report”):

- Concessionary Swim (based on the list of concessions listed in paragraph 10.2 above)
- Junior swimming lesson
- Casual concession gym session
- Casual concession fitness class
- School swimming lesson (currently calculated as a price per child)

□ Exercise Referral session

Any agreed changes shall be implemented by the Contractor in the following January.

10.9. The Contractor shall ensure that the 33 customers that currently have a 'lifetime' membership are permitted to use the facilities at the 'casual member rate' without paying any annual subscription charges.