

Nottingham City Council

# Citycard Scheme

General terms and conditions

Revision 1.3  
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Nottingham  
City Council

## General terms and conditions

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Citycard 360 cards are available to all city residents aged 11-17 years of age

Adult Citycards are available to all City residents aged 18 to 59 years of age.

City residents aged 60 years or older can apply for a Senior Citycard. In order to apply for a Senior Citycard applicants must provide proof of city residence and proof of age.

City residents (over 5 years of age) with a qualifying disability can apply for a Mobility Citycard. In order to apply for a Mobility Citycard applicants must provide proof of city residence, and have a doctors declaration signed by a GP.

The Citycard is the property of Nottingham City Council. Only one Citycard is issued per person and must be shown when boarding the bus, trams or as otherwise required to claim any benefit or use any service to which the title holder may be entitled.

Citycards are not valid if altered, mutilated or defaced in any way and may be withdrawn.

Citycards may only be used by the named card holder and are not transferable with the exception of the Adult Citycard which may be used by another person other than the holder but only for the purpose of travel. Failure to comply with this condition may result in the withdrawal of your Citycard.

The City Council reserves the right to withdraw a Citycard and its advantages from Citycard holders who abuse other users, staff or the facility.

The City Council reserves the right to withdraw a Citycard and its advantages from a Citycard holder who makes a false application.

Citycards does not entitle the holder to any priorities over any other passengers or users of a service or guarantee the availability of facilities.

### Data Protection

Nottingham City Council and their agents will only use the information that you have supplied to administer the Citycard scheme, and for customer services and research. We may use this information to contact you in relation to these purposes.

We may also use data that you have supplied us with together with any other data we may have lawfully collected such a ticket usage data or CCTV images for the detection and prevention of crime.

### Lost or stolen Citycards

If your Citycard is lost or stolen you must report it to us as soon as possible, you can do this by calling 0115 950 60 70, we will then cancel your pass.

### Adult Citycards and Citycard 360

There is a **£2 fee** is payable each time a replacement pass is issued. This is not refundable. To help prevent fraud replacement cards are sent to your home address within 5 working days. Any travel you have remaining on your old pass will be transferred to the new pass

### Senior and Mobility Citycards

There is a **£5 fee** is payable each time a replacement pass is issued. This is not refundable.

## City Council Leisure Centres

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A Citycard is not transferable to any other person for use at Council leisure facilities and may only be used by the named cardholder. Attempted use by anyone other than the cardholder may result in the card being retained by staff.

Citycard holders must produce their card on every occasion to obtain the discounted rates. Unless a cardholder is in possession of a valid card, all bookings for activities must be paid for at the time of booking.

Activities can be pre-booked where a booking system operates. In the case of advanced telephone booking, Citycard holders must state their card number when booking and produce the card at reception or designated point where payment is made. Cardholders will be held liable for any booking made by telephone using their card number.

Unless 24 hours notice of cancellation is given, the full charge for the booked period will be payable. In the event of non-payment of this charge, no further advanced bookings will be accepted and the card facility will be withdrawn until payment is made in full.

A Citycard can be used as the deposit for the hire of equipment at indoor facilities subject to availability. Hire charges will apply.

When a Citycard holder with a disability is only able to participate in an activity with the aid of an essential carer, then that carer shall be admitted free of charge for that purpose and activity only.

Sport and leisure facility regulations apply to every transaction where a Citycard is used.

Not all Council sport and leisure activities are part of the Citycard scheme.

Photographs of Citycard holders may be stored electronically on the till system as a security measure against fraudulent use.

Citycards, which are defaced or damaged will be considered invalid and may not be used to gain discount prices.

Citycard holders must notify the Citycard Office if there is a change of address, change of name, or any other details, or if a card is lost or stolen.

Facilities may be withdrawn from time to time for repairs, refurbishment, tournaments, special events or closure. Where possible 2 weeks notice of any disruption to the regular programme will be advertised. Access to a similar activity can generally be made at another of the listed facilities.

Opening times of all facilities will be limited over Bank Holiday periods. Generally a facility will be open except for Christmas Day, Boxing Day and New Years Day.

Some activities are a single sex session. These activities are programmed so that the activity can be accessed by anyone at another facility.

Sessions are subject to change without prior notification and may also be subject to cancellation should the session be deemed no longer viable.

## **Medical Conditions**

If you are aware of any medical conditions that may affect your ability to exercise, you are strongly recommended to consult your GP or medical advisor before embarking on any course of exercise.

Citycard holders must comply with Nottingham City Council's "Safe Exercise Policy" and "Gym Etiquette Guidelines" as displayed at all facilities.

## **Nottingham City Libraries**

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### **Our commitments to you:**

- You may borrow up to 24 items eg books, DVDs on your library cards.
- We will obtain requested items for you as soon as we can.
- We will answer your enquiries before you leave the building or if that is not possible within 10 working days by post, phone or e-mail.
- We provide free Internet access in all our libraries. If you are under 16, you will need a parent/carer to sign a form if you wish to use the internet.
- We have staff ready to help you find the information you require.
- Our staff will be courteous and efficient when dealing with your needs.
- We will deal promptly with your comments.

### **We ask our customers to:**

- Return items to the library when they are due back so that other people may have access to them.
- Tell us straight away if your card is lost or stolen - you are responsible for the items on your card and we can stop anyone using it.
- Switch off your mobile phone when in the library.
- Only eat or drink in appropriate places in the library.
- Respect all who use the library.
- Treat the staff with understanding and courtesy.

### **Computer Use**

All computer users agree to abide by the policy as detailed below when logging on to the computers operated by Nottingham City Libraries and Information Service.

Nottingham City Libraries and Information Service provides public access to computer facilities in keeping with its role of enabling and encouraging equal access by individuals and groups to sources of information and knowledge.

Nottingham City Libraries and Information Service has no control over the information accessed and cannot be held responsible for the content or quality of the information retrieved, nor for any problems in accessing individual Internet sites.

As is the case with all other library materials, any restriction of a child's access to the Internet is the responsibility of the child's parent or legal guardian.

It is unacceptable to create, access, copy, download, transmit or publish any material:

- which is obscene, vulgar, racist, defamatory or fraudulent.
- which causes harassment to others.
- which is likely to irritate or waste the time of others.
- where such action would breach copyright.

The booking regulations require that :

All users will vacate the computer at the end of a booked session and agree to do so without delay when requested to by staff.

As part of the normal operation of our computers, information saved/entered by users is automatically saved on our central servers. This includes data files, cookies, encrypted passwords etc.

## Public Transport Travel

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All journeys made by Citycard holders on public transport are subject to individual operators terms and conditions of carriage. These can be obtained by contacting the service provider directly.

### Mobility Citycard

Mobility Citycard provides:

- Free travel on any local bus service in England between 9.30am and 11pm Monday - Friday and at all times at weekends and bank holidays
- Free weekday bus and NET (tram) travel at all times within the Citycard area
- Half fare discount on Nottingham Dial-a-Ride at all times
- Free bus and tram travel for an unnamed companion to travel with qualifying Mobility+ card holders

Some premium services are excluded from this offer. For details of these services please contact the Citycard team on (0115) 950 60 70

### Companion passes

Mobility+ Citycards are issued when the card holder can **only** travel with the assistance of a companion for the majority of the time. It allows one other person to travel with the card holder and receive the same travel benefits. **Both the card holder and the companion must be present during all parts of the journey** and the benefits do not apply to the companion travelling alone.

## Senior Citycard

Senior Citycard provides:

- Free travel on any local bus service in England between 9.30am and 11pm Monday - Friday and at all times at weekends and bank holidays
- Free weekday bus travel before 7.30am within the Citycard area
- Free weekly bus travel after 11pm within the Citycard area
- Free travel on NET (tram) at all times except weekdays from 7.30am - 9.30am

Some premium services are excluded from this offer. For details of these services please contact the Citycard team on (0115) 950 60 70.

## Discount Scheme

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Please remember you will have to show your Citycard to claim your discounts. Sometimes you will need to tell the establishment that you wish to take advantage of the Citycard discount when making a booking.

Only the named person in the Citycard can get access to the discounts offered by the scheme. However, some establishments might give a group discount.

The establishments might not offer discounts to all type of Citycards so please make sure that you hold the appropriate Citycard that entitles you to the discount.

Some establishments may exclude certain goods/services from their discount offer. Always check with the individual establishment.

We have tried our best to ensure that all information contained with in the Citycard discount directory is correct at time of printing. However, from time to time offers might change or be withdrawn so please check with the individual establishment.

The establishments offering these discounts have the right to withdraw from the discount scheme at any time.

Nottingham City Council dose not endorse any products/services sold by the establishments that offer discounts to the Citycard.

The Citycard discount directory and the Citycard website may provide information and links to other Websites. These Websites and links are not under control of Nottingham City Council. The Council is not responsible for the contents of any of these Websites or for the webcasting or any other from of transmission received from any Linked site. Nottingham City Council provides these Website information as a convenience and the inclusion of this links/information does not imply endorsement.

All contents of the Nottingham Citycard discount Website, including graphics and logos are copyright. The names of companies and products mentioned herein are the trademarks of their respective owners.