

# Livewell Together

**We know that our clients are more likely to succeed if they have the support of family and friends.**

That's why we offer a personalised move plan that allows you to take a 'buddy' and/or your children to selected activities at a discounted rate



A Derby City Council Project

## **Livewell Together Membership**

- A personal move plan created by your advisor that takes into account your health, fitness and family situation which will include every day activity and walking.
- Take an adult companion (age 17 or above) and/or your children to activities prescribed in your move plan.
- Activities are dependent on your personal move plan but could include Livewell community sessions and a combination of swimming, gym or group exercise classes at Leisure Centres.
- Your move plan will change as you make gradual changes

## **Conditions apply:**

1. Only activities on the personal move plan can be accessed for free by Livewell clients as this has been prescribed as safe. If a client insists on doing a none-registered or prescribed activity, they do so at their own risk and pay the appropriate charge.
2. Any activity delivered by Livewell is free of charge for the Livewell client and their buddy and/or child(ren), including the nominated children.
3. Any activity which is provided to the client and their child(ren) must be age appropriate. For group exercise classes the child(ren) should be 14 years old.
4. Time restrictions apply to the gym at Springwood Leisure Centre and Derby Arena. At the facilities Livewell clients can access the gym with their Livewell card from the time the facility opens – 3.15pm and 7.30pm until the facility closes Monday to Friday. Any use outside of these restrictions will incur the appropriate charge.
5. Use of the gym at Queens Leisure Centre has no time restrictions, only opening times.
6. There are no time restrictions at weekends for using the gym and Derby Arena, Springwood and Queens Leisure Centres.
7. The nominated buddy, including children will be able to access the same activities with the Livewell client at the discounted rate in line with the Derby Leisure Card prices.
8. The nominated buddy must take part in the same activity as the Livewell client to receive the discount.

9. If the dependent nominated children of the Livewell client are aged 12 or over they can use the gym with their parent/guardian (following an induction) or join The Movement and pay £1.10 during Movement gym times.
10. Racket sports are not included in Livewell Together. A discounted charge applies for these activities.

**Full terms and conditions are listed on the next page...**

## Full terms and conditions

The terms and conditions set out below apply to the Livewell membership contract between "You", "Your", "client", being the member named on the application and "Us", "the Council" being Derby City Council, The Council House, Corporation Street, Derby, DE1 2FS from date set out on the Livewell membership agreement.

1. The minimum age of the Livewell client must be 18 years.
2. The offer is open to all Livewell clients regardless of their start date on the programme.
3. A child is anyone aged 16 or under. Adults are defined as anyone aged 17 or over.
4. Offer only open to Livewell clients and one other adult and up to four dependent children.
5. Only the individuals linked to the Livewell card can attend sessions with the Livewell client.
6. The adult buddy and child(ren) of the Livewell client cannot gain discounted entry to activities without the Livewell client.
7. Livewell clients can use the Livewell card to obtain free entry without their adult buddy and/or children to activities.
8. Swim Derby swimming lessons, school holiday activities and coaching courses for children are not included in the Livewell Together offer.
9. A Livewell client can only book the group exercise classes on the day of that activity
10. You must give at least 24 hours notice of non-attendance, if less this is noted as a DNA (Did Not Attend). On the third occasion the client will be removed from the programme.
11. At the end of the funded 12 month period, Livewell clients can get a reduced rate on gym, swim and group exercise for a maximum of 12 months.
12. Please allow up to two (2) working days from the time you receive your card to the first use. Your details and card will be registered onto the computer system during this time.
13. Derby City Council reserves the right to change the activity or session programme at any point.
14. The activity and facility staff reserve the right to refuse entry if the Livewell card is misused.

### General conditions

15. You must show your Livewell card, or use the fast track kiosk at the LeisureCentre or pool reception before you take part in any activity or attend any appointment and every time you use leisure facilities, otherwise we will charge the standard casual rate. Please retain your receipt.
16. Your Livewell Together membership does not give you priority over other users or guarantee the availability of facilities.
17. Children aged under eight (8) must be accompanied by a responsible adult aged 16 or over at all times.
18. If you lose or damage your card, we will charge you £2 for a replacement.
19. Your Livewell card must not be used by anyone other than You. Any card being used by another person other than the authorised member will result in us cancelling the authorised user's membership.
20. You must comply with Derby City Council's Leisure Centres Regulations and Swimming Pool byelaws, rules of behaviour, safety rules and any byelaws relevant to any facility used. We always display these prominently at each facility. The Council reserves the right to cancel your membership if You do not comply with these rules, Regulations or byelaws. We may also cancel your membership if you abuse the scheme, abuse our staff or other users, or interfere with others' use and enjoyment of the facility. Except in the most serious cases, we will tell you if we propose to cancel your membership and give you the chance to comment.
21. All information provided by you will be treated in accordance with the Data Protection Act 1998.
22. The Council reserves the right to amend the Livewell Together offer at any point, clients will be informed of any changes within 14 days.
23. All activity price changes will be in line with the Council's pricing reviews.
24. If you have any comments about any aspect of the Livewell service, either good or bad, please speak to a member of staff, use a comment form available from the Leisure Centre reception or email or [livewell@derby.gov.uk](mailto:livewell@derby.gov.uk)