

Leisureactive, Golf Dundee and Active Lifestyle Card Member Rewards - Terms and Conditions

1. Last updated 1st June 2019. These terms ('Terms') set out the terms and conditions which apply to the Member Rewards programme ('Member Rewards'). Your participation in Member Rewards means that you accept, and agree to abide by, these terms.
2. References to 'you' mean you as a participator in Member Rewards. References to 'we', 'us', 'our', 'LACD' or 'Leisure & Culture Dundee' are to the provider of Member Rewards, which is Leisure & Culture Dundee, 1 Shore Terrace, Dundee DD1 3AH Scottish Charitable Incorporated Organisation No. SCO42421.
3. To get the latest information on rewards, terms and conditions or for general enquiries please visit www.leisureandculturedundee.com

Member Rewards Participation

4. To qualify for, and participate in, Member Rewards you must be a current member of Leisureactive, Golf Dundee or Active Lifestyle Card.
5. By taking out a Leisureactive, Golf Dundee or Active Lifestyle card membership you will automatically start earning Member Rewards points when you get your card swiped to participate in selected LACD activities.
6. LACD Activities which earn points are; swimming (excluding swimming lessons), gym/fitness studio, Adult Group exercise classes, children's activity classes, rounds of golf, family swims, entry into Camperdown Wildlife Centre, Ancrum Activities, McTaggart activities, ice skating at Dundee Ice Arena, holiday activity programme bookings.
7. LACD may cancel, withdraw or alter the Member Rewards scheme at any time, including these terms and conditions and any individual Member Reward Card account, without notice.
8. The Member Rewards scheme is for personal use only; business use is strictly prohibited and constitutes abuse. LACD reserve the right, at point of purchase or retrospectively, to determine whether a transaction constitutes business usage.
9. LACD can take any action it considers appropriate, including removing or suspending a Member Rewards accounts and points accrued if we have reason to believe you are abusing the scheme or associated clubs and offers.
10. Any accounts which are cancelled by the member or suspended as a result of non-payment of membership fees will not accrue Member Rewards points and any existing points will be removed. If the member pays the membership arrears or rejoins the membership scheme Member Rewards points can be accrued again starting from 0.
11. LACD will remove Member Rewards points from Membership accounts where the membership hasn't been used for two years, restarting at 0.
12. Use of additional offers and benefits associated with your Member Rewards account are subject to availability.

How It Works

13. After getting your card swiped at a participating site, or via the Connect Booking System for classes and holiday activities, your points will automatically be uploaded onto your Membership account.
14. Points are not available on swimming lessons blocks or tokens, hall/equipment hires or gift cards
15. Points can only be spent on the member rewards on offer at the time. We reserve the right to substitute or remove products and services available for Member Rewards points collection and redemption without notice
16. You must have enough Member Rewards points to cover the cost of the product; you cannot make a part payment of points towards a product or service
17. Leisure & Culture Dundee reserve the right to ask for identification such as driving license or bus pass when spending points
18. You will not qualify for Member Rewards points, offers, or discounts for any other scheme, offers, benefits, products or services from Leisure & Culture Dundee when you pay with points.

Rewards

19. Every Leisureactive, Golf Dundee and Active Lifestyle Card holder will be awarded 1 point for taking part in selected LACD activities.
20. When a reward has been redeemed the value of the reward will be taken off the total Member Rewards points e.g. Points Total is 35, member uses points to obtain a free visit to Camperdown Wildlife Centre, points total is deducted by 25 points, leaving the member with 10 points.
21. The reward can only be used by the cardholder.

Other Important Information

22. You need to ensure that your account information is up-to-date and that you have opted-in to marketing preferences to receive Member Rewards email updates. To opt-in please email the Membership Team on leisureactive@leisureandculturedundee.com asking to opt-in and provide your full name and membership number or card number. LACD will not be held responsible if do not receive email notification of member rewards if your email is out of date.
23. To receive points your membership card must be swiped either at the reception desk (or kiosk at Olympia) when participating in a rewards activity.
24. If you leave Leisureactive, Golf Dundee or Active Lifestyle Card memberships your rewards points will be removed from your account.
25. If you have any other questions please contact the Membership Team on 01382 432328 or leisureactive@leisureandculturedundee.com