

KAL Card FAQ

Who can sign up?

Any customer over the age of three can have a KAL card and will benefit from it.

How do I get one?

Pick up an application form from your local centre or you can join online.

Is there a cost?

Yes there is a nominal annual charge of £2. Kirklees Passport holders and gym members do not pay this.

Will the service be improved with the KAL Card?

Customer service will be improved which is one of the prime reasons for bringing the card in:

- The Card is needed for online bookings which will reduce congestion at reception and improve the customer experience.
- KAL Cardholders also have 48 hours advance booking benefits over those who don't hold a Card.
- Eventually customers will be able to use the Card to fast-track into the centres and avoid queuing.

What are the booking advantages of having a KAL Card?

Customers with a KAL Card will be able to book courts and classes etc seven days ahead of the activity, whereas those without a KAL Card can only make bookings five days ahead.

Will we just need one card to get a family swim?

The person paying needs to have a KAL Card to receive a discount of the price for the family swim. If other members of the family come on their own they need their own Card to receive a discount. Only KAL Card holders will receive exclusive offers and discounts which are none transferable to other customers, therefore to receive the maximum benefit all family members should consider getting a KAL Card.

How many people need a KAL Card to book a badminton court/five a side football?

Initially one card held by the person booking and paying. However, in subsequent years this may change.

Does my baby need one?

No, children under the age of three have free activities anyway.

I'm already an OWL, will I need a KAL Card?

OWLS need to have a KAL Card if they want to access the discounted price and card benefits.

I'm a PAL, will I need a Card?

The KAL card will be priced at £2 for all PALS users who will require a KAL card to access the PALS price level from 1st April. However, PALS Active Card Holders who sign up/renew before the end of March will receive their first year's KAL Card free.

Is PALS pay as you go increasing?

No but all users will require a KAL card if they want to access the current PALS price.

Is PALS monthly card price increasing?

No but all users will require a KAL card if they want to access the current PALS price.

I'm disabled, is the card free for me?

Yes.

Do clients with a Kirklees passport need a card?

Yes, but they will not be charged for it as they have already paid for their passport.

Can I book badminton/classes with my KAL Card?

Yes, you need your Card if you want to benefit from the discounted prices, online bookings will be available in the near future using your Card.