

Frequently asked questions (FAQs)

Using the online system to purchase memberships

Can I join Contours or buy my easecard online?

From October 2024, you will be able to join using the online booking system.

How much are memberships?

We have lots of different memberships for different age groups. The two main types are easecards and Contours. With an easecard, you pay a small fee to get your membership which gives you discounts across all activities when you pay and play. With a Contours membership, you pay a larger amount up front (or by monthly Direct Debit) and get unlimited access to all five leisure sites for swimming, gym and exercise classes.

You don't have to be a registered user of the online system to view the membership prices. This information is viewable on the [Leisure Hub](#).

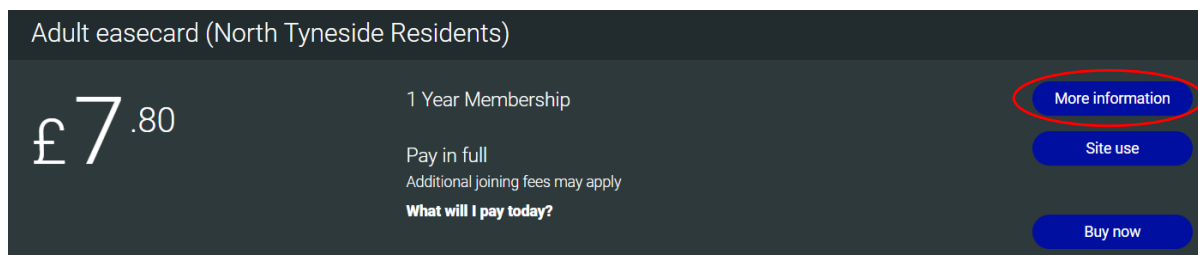
The Leisure Hub landing page looks like this:



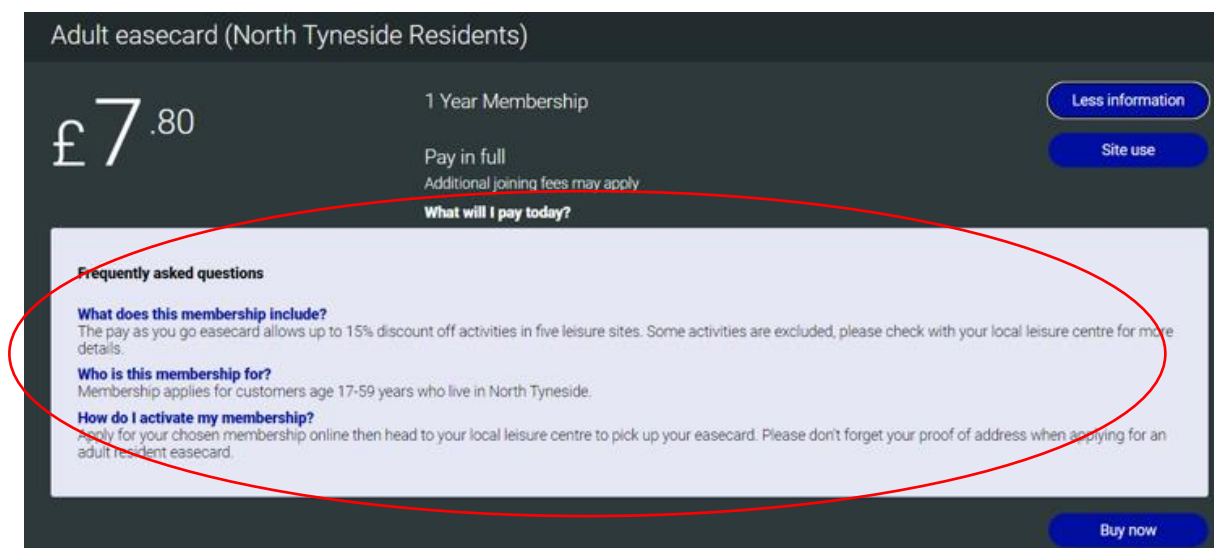
The screenshot shows the top navigation bar with the North Tyneside Council logo and 'Leisure bookings' text. Below this is the 'Memberships' section, which includes a heading 'Memberships' and a sub-heading 'These are the memberships that are available:'. A filter bar is visible with a location pin icon, the text 'Site: Waves', and a 'Change site' button. Below the filter bar are three dropdown menus: 'Payment options', 'Membership Duration', and 'Select Age'.

All our memberships can be used across every leisure site, it doesn't matter which site you choose. You can use the filter to select the duration, payment type or age range you require. You can also filter by price.

Against each membership type, as well as seeing the price and the length of membership, you will find a 'More information' button (circled below).



When you click on the 'More information' button, a further drop-down menu appears, describing what is included, who the membership is for, and if you need to provide any further evidence to secure it (circled below).



You can look at all membership options without committing to any purchase.

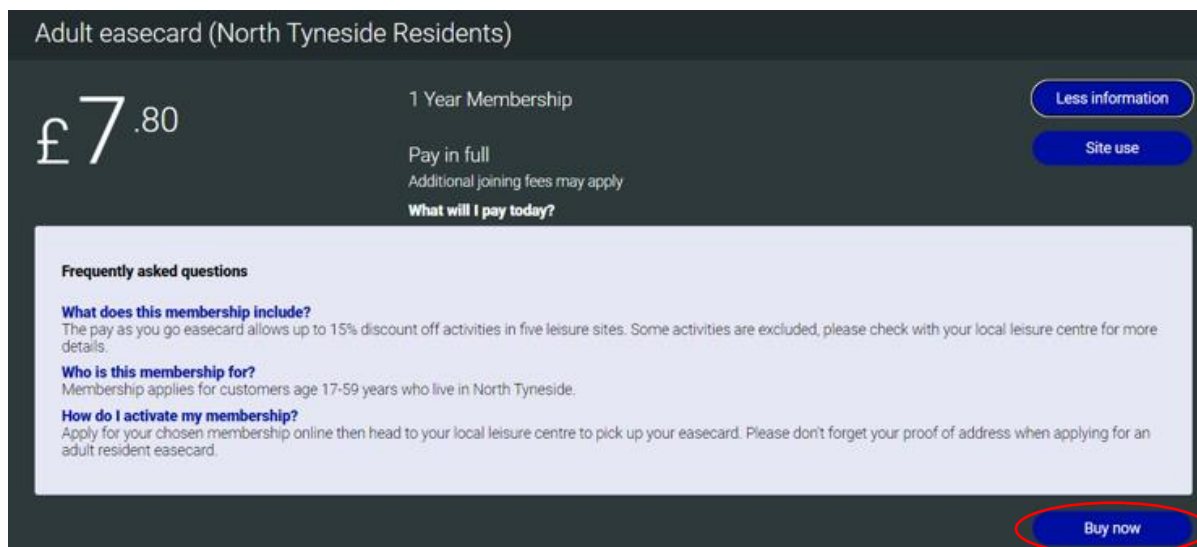
Why would I need to provide further evidence to buy a membership?

For some of our memberships, there is specific criteria required to access the discounted price. If you want to purchase one of these options online, your membership will remain pending until you have provided the required evidence to one of our reception team.

You can find details of the proof required for each membership in the 'More information' section of each membership type.

I want to buy my membership online – what do I do next?

Click on the 'Buy now' button in the bottom right (circled below). This will add the item to your basket.



Adult easecard (North Tyneside Residents)

£7.80

1 Year Membership

Pay in full
Additional joining fees may apply

What will I pay today?

Less information

Site use

Frequently asked questions

What does this membership include?
The pay as you go easecard allows up to 15% discount off activities in five leisure sites. Some activities are excluded, please check with your local leisure centre for more details.

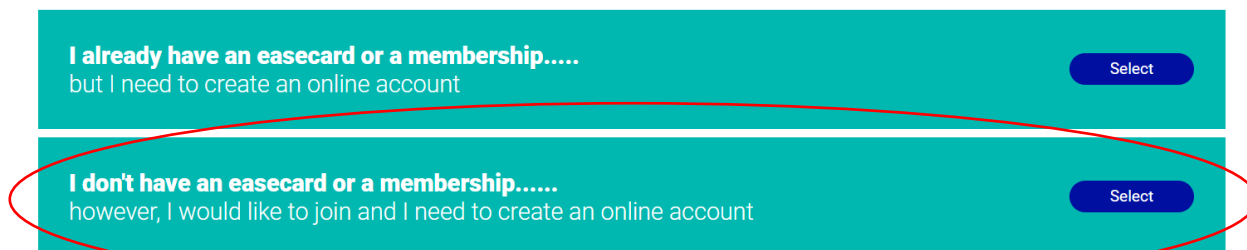
Who is this membership for?
Membership applies for customers age 17-59 years who live in North Tyneside.

How do I activate my membership?
Apply for your chosen membership online then head to your local leisure centre to pick up your easecard. Please don't forget your proof of address when applying for an adult resident easecard.

Buy now

When you want to complete the purchase, go to your basket and check out. This will take you to the 'Log in' page of the online bookings site. If you have already created an online account – and already use it to make bookings, simply log in. If you are not a member and not registered with the site, you need to do this first.

Scroll down on the 'Log in' page (past the log in fields) and select 'I don't have an easecard or a membership however I would like to join and I need to create an online account'.



I already have an easecard or a membership.....
but I need to create an online account

Select

I don't have an easecard or a membership.....
however, I would like to join and I need to create an online account

Select

When you click on the select button, you will progress to the next page where you will be asked to create an account – see the example screen below.

Create an account

Please fill in the required fields below to create a brand new account with us:

* = Required field

First Name *	Last Name *	
<input type="text" value="Enter your first name"/>	<input type="text" value="Enter your last name"/>	
Date Of Birth *		
<input type="text" value="-- Select Day --"/>	<input type="text" value="-- Select Month --"/>	<input type="text" value="-- Select Year --"/>
Contact Number *		
<input type="text" value="Enter your contact number"/>		
Email address *		

When you have completed the form and agreed to our booking terms and conditions, you will be sent an email to verify your address. Once verified (by clicking on the link in the email) you are fully registered as a user of the online site and are ready to go. You will be able to book and purchase activities online, but these will be at a premium (a non-member / non easecard holder) price, unless you do decide to opt for an easecard or Contours membership.

If I want to purchase a membership and pay by Direct Debit, how would this work?

Once you have chosen the membership you would like to purchase, the system will let you know how much you need to pay on the day you join, and when and how much your first monthly payment will be.

All adult Direct Debit memberships are for a minimum term of 12 monthly payments, except for the non-contract membership. This can be cancelled after one monthly payment.

The amount you initially pay when joining by Direct Debit depends on the date you join.

If you join before or on the 15th of the month, your payment will include a £10 administration fee and a pro rata payment for the remaining days of the month. Your first Direct Debit payment will come out on the 1st of the following month.

If you join from the 16th of the month, your payment will include a £10 administration fee, a pro rata payment for the remaining days of the month, plus your monthly payment for the first month. Your first Direct Debit will not be set up on time for the 1st of the following month and will commence the month after. For details on our prices please see our [price list](#).

Bank account details are required to set up a Direct Debit. When you purchase a membership you will be prompted to enter your details on the screens below and asked to tick to confirm the details (circled on the example below).

Enter your direct debit details

* = Required field

Please enter your account details below. Please be aware that once details are saved they cannot be modified.

Account holder name : ? *

Mrs Vicki Hewison

Account number: ? *

12345678

Branch sort code : ? *

20 30 40

- I confirm that:
- The above bank account is in my name and;
 - I am the only signatory required to set up and authorise a DirectDebit for this bank account

Save & Continue

A Direct Debit summary of your payments will pop up, including what type of membership you have purchased and from which venue. The pop up also confirms when payments will come out of your bank account.

At this point you will be asked to review and confirm your details again (example below).

Direct debit detail summary

Please review the following details to ensure they are correct:

Title	Mrs
First name	Vicki
Last name	Hewison
Address line 1	22 Westfield Avenue
Address line 2	WEST MONKSEATON
Town	WHITLEY BAY
County	NORTH TYNESIDE
Postcode	NE25 8NW
Contact number	07769693025
Email address	vicki.hewison@northtyneside.gov.uk
Account holder name	Mrs Vicki Hewison
Account number	12345678
Branch sort code	203040

I've tried to register as a new user, but it won't let me.

It may be that you have previously registered on the site, and we have an old record of you sitting on the system. Please contact us (details at end) if you have any problems with your registration.

I have an easecard or a Contours membership, but the system is trying to charge me premium (non-member) prices?

Try clearing your browser cache. You can also check that the right membership type is attached to your account in the 'My Memberships' section. If the problem persists, please contact us (details at the end).

If I have joined online, can I book activities? How do I get my membership card?

If you have joined and your membership is not pending, you can book activities straight away. However, to use our self-serve kiosks you need to pick up a physical card. All our memberships are attached to 'easecards' including Contours membership. All easecards look the same but your individual membership details are held against your personal record on the system. To access your easecard (membership card) just pop into your chosen site. Let the team know you have joined online; give them your name and e-mail address and they can issue your card straight away.

Junior easecards are not available online to purchase? Why not?

Our junior easecard offer is available for all children from 0 – 16 years of age. The online system requires each individual person to have a unique e-mail address, including children. We appreciate young children will not have their own e-mail addresses, and the system will not allow a parent to input a duplicate address against their child's record. As such, these are not available online, please contact your preferred site to purchase these cards.

Contact us

If you have any problems with the online system, please don't hesitate to contact your preferred site or e-mail SLAdminManagers@northtyneside.gov.uk