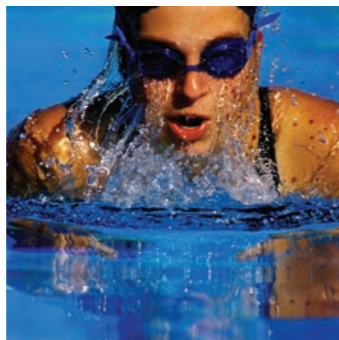


South Northants Leisure Trust

Welcome

We offer a wide range of facilities and activities. There really is something for everyone, you can choose from:

- Swimming Pool
- Swimming Lessons
- Fitness Suite
- Health Suite
- Workout Classes
- Badminton
- Sports Hall
- 5-A-Side Football
- Leisure Pool, Flume & Wave (Towcester)
- 3G All Weather Pitch (Towcester)
- Crèche
- Conference and Meeting Room
- Parties
- Events and functions
- Table Tennis
- Towcester Café
- No Strings Badmintonb – Badminton England



South Northants Leisure Trust

Membership feels great...

isospa Fitness & Health membership includes unlimited use of:

- Fitness Suite
- Swimming Pool
- Workout Classes

H₂O membership includes unlimited use of:

- Swimming Pool (excluding aqua aerobics)
- Discounted memberships are available for:
- Companies, groups and organisations
 - Individuals in receipt of state benefits
 - Students
 - Juniors

Contact your Customer Advisor for details of the membership most suitable for you or pick up a membership leaflet at reception.

Towcester Centre for Leisure

Springfields, Northants NN12 6UW

Telephone: 01327 322480/358188

Web: www.southnorthantsleisure.co.uk

Brackley Leisure Centre

Springfield Way, Brackley, Northants NN13 6JJ

Telephone: 01280 701787

Brackley Swimming Pool

Manor Road, Brackley, Northants, NN13 6EE

Telephone: 01280 704906

Towcester Centre for Leisure

Opening Times

Monday – Friday

06.30 – 22.00

Saturday

08.00 – 18.00

Sunday

08.00 – 18.00

Brackley Leisure Centre

Opening Times

Monday – Friday

07.00 – 22.00

Saturday

08.00 – 18.00

Sunday

08.00 – 18.00

Brackley Swimming Pool

Opening Times

Monday & Wednesday

09.00 – 21.00

Tuesday & Thursday

07.00 – 21.00

Friday

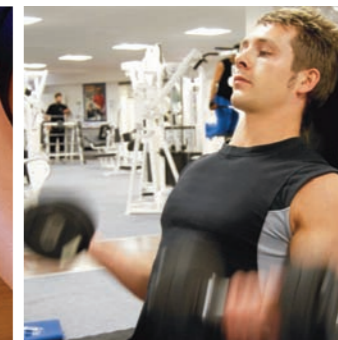
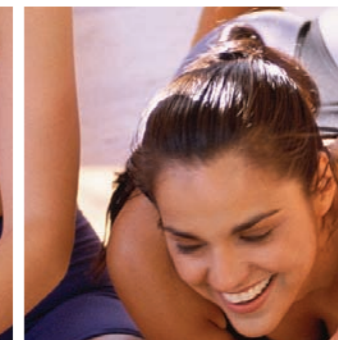
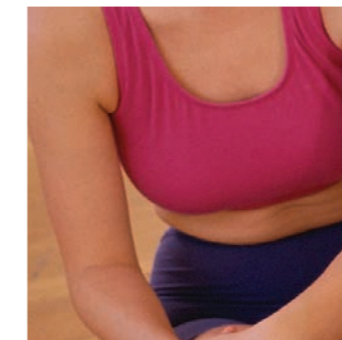
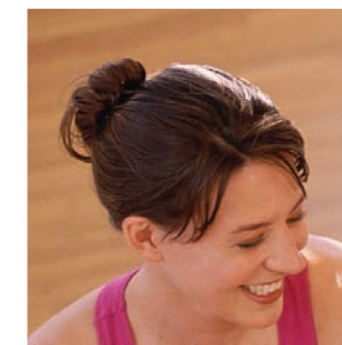
09.00 – 20.30

Weekends

08.00 – 16.00



South Northants Leisure Trust

Centre Information
Winter 2010

Centre information Price List

Activity	Member	Non-Member
Swimming		
Adult Swim Peak	£3.30	£4.50
Adult Swim Off Peak	£2.40	£3.10
Junior Swim Peak	£2.60	£3.50
Junior Swim Off Peak	£2.00	£2.60
50 + Swim Peak	£2.60	£3.50
50 + Swim Off Peak	£2.00	£2.60
60+ Swim	£1.70	£2.30
Concession Swim	£2.30	£1.70
Family Swim Peak	£9.00	£12.50
Family Swim Off Peak	£6.00	£8.00
SwimLife Lesson – Junior	£4.20	£4.70
SwimLife Lesson – Adult Off Peak	£3.90	£5.30
SwimLife Lesson – Adult Peak	£4.50	£5.80
SwimLife Lesson – Adult BSP 1HR	£6.00	£6.40
Aqua Fit	£3.80	£4.80
Sports Hall		
Badminton – Peak	£5.80	£8.10
Badminton – Off Peak	£4.10	£5.70
No Strings Badminton	£3.50	£4.50
Table Tennis – Peak	£5.00	£7.30
Table Tennis – Off Peak	£4.10	£5.70
Equipment Hire	£1.50	£1.50
Deposit	£5.00	£5.00
Gym/Aerobics		
WorkOut Classes	£4.00	£4.80
Gym Member	£4.90	£6.50
Concession Gym	£2.60	£3.80
Gym Member BSP	£3.30	£4.30
50+ Gym BSP	£2.00	£2.50
GP Referral	£1.80	£1.80
Techno Kids	£2.10	£2.80
60+ Gym	£2.60	£3.80
Induction	£7.50	
Health Suite	£1.00	£1.00
Health Suite (Annual)	£12.00	£12.00
Sunbed (lie down)	£3.80	£4.80
Sunbed (Shower)	£4.10	£5.10
Other Activities		
Ladies Leisure	£2.80	£3.80
Active Lifestyle 50+	£2.80	£3.80
Creche (1 hr)	£2.10	£2.60
Pitch Hire		
3G All Weather Pitch Peak (full pitch per hour)	£40.00	
Grass Pitch Peak (full pitch per hour)	£34.00	
Centre Memberships		
Family Centre Membership	£57.00	
Adult Centre Membership	£41.50	
Junior/50+ Active Mix	£20.70	

Customer Comments

South Northants Leisure Trust is committed to continual improvement and would love to hear your comments, complaints and praise. There are several ways you can do this.

1. Complete a Customer Comments form and put in the box provided
2. Inform a Member of Staff
3. Send us a letter
4. Email us

Our Comments, Complaints and Praise procedure:

1. An acknowledgment to all Customer Comments forms received will be given within 2 days by letter, phone or email. A full response will be given within 10 days from the acknowledgement being issued.
2. Any member of staff will be pleased to receive your Comments, Complaints and Praise. If you are not satisfied with the response given by a member of staff then:
 - a) Inform the Duty Manager
 - b) Inform the Facilities Manager
 - c) Inform the Contract Manager
3. An acknowledgement to all letters received will be given within 3 days. A full response will be given within 10 days from the acknowledgement being issued.
4. An acknowledgment to all emails received will be given within 2 days. A full response will be given within 10 days from the acknowledgement being issued.

We will say thank you for your comments and praise within 5 days.

South Northants Leisure Trust

Nikki Flynn Partnership Manager

nikki.flynn@leisure.serco.com

Brian Taylor Leisure Trust Chairman

brian@cdrlltd.co.uk

Carol Hunt Senior Customer Advisor

carol.hunt@leisure.serco.com

Sarah Williams Contract Health & Fitness Manager

sarah.williams@leisure.serco.com

Gary Walsh Senior Duty Manager, Brackley Leisure

gary.walsh@leisure.serco.com

Dan Moores Senior Duty Manager, Towcester Leisure

dan.moores@leisure.serco.com

Julie Morrison Senior Duty Manager, Brackley Pool

julie.morrison@leisure.serco.com

Jean Judd Swimlife Co-ordinator (Towcester)

jean.judd@leisure.serco.com

Lyn Arnold Swimlife Co-ordinator (Brackley)

lyn.arnold@leisure.serco.com

Why not have your say at our quarterly user Forums. Watch out for our up and coming dates, or speak with a Duty Manager at your centre to be added to our mailing list.

Booking & Cancellation

Booking:

- Bookings can be made from 7 days in advance.
- You can book on-line from 7am at www.onlinebookings.net
- You can book in person, or via the telephone from 9am at your preferred centre.
- Members will need their membership number to make a booking.
- Casual users will need to be issued with a booking number in order to make bookings. Casual users must attend their chosen Centre in person to complete a short application form and will then be issued with a booking number.
- Payment must be made at time of booking.

Cancellations:

- Workout classes must be cancelled by 9am on the day of the class.
- All other booked activities may be cancelled up to 24 hours before the commencement of the activity.
- All customers failing to attend or provide the correct cancellation notice period for a pre-booked activity will be charged the full fee for the activity in question.
- Customers with payments outstanding will NOT be permitted to book/attend activities until the outstanding payment has been cleared.
- Booking members that choose to cancel their activity booking in line with the cancellation policy will receive a credit to their account which can be applied to the next booking.
- Cancellations can be made by phone, or in person.

Did you know it is possible to book your leisure activities online?

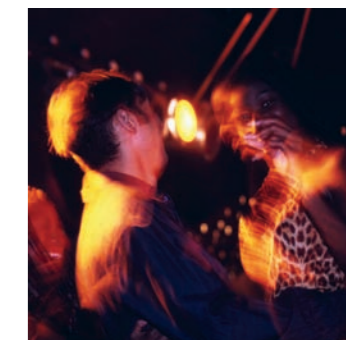
- Guarantee your place
- No need to queue to pay at Reception
- Book at any time that is convenient to you – even when the centre is closed!

How to make a booking online:**Isospa and H2O Members**

- Log on to www.leisurebookings.net.
- Enter your Membership number when prompted to do so and confirm with your surname or postcode.

Booking Customers

- Complete a 'Booking Customer Application Form' and hand in to Reception to be issued with your Booking Number.
- Log on to www.leisurebookings.net.



Cancellation Policy

We require 28 days notice of cancellation for ALL bookings.

