

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 Badminton – Badminton England
- Images Hair & Beauty Salon at Towcester Centre for Leisure
- The Beauty Experience at Brackley Leisure Centre



Membership feels great...

isospa 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: 0845 267 1201

Brackley Leisure Centre
Springfield Way, Brackley, Northants NN13 6JJ
Telephone: 0845 267 1194

Brackley Swimming Pool
Manor Road, Brackley, Northants, NN13 6EE
Telephone: 0845 267 1195

Web: www.southnorthantsleisure.co.uk



Centre Information Spring & Summer 2010



all part of
feeling
great



Price List

Activity	Day	Time	Member	Non-Member
Swimming				
Adult Swim Peak	Swim Pool Timetable	See Timetable	£3.40	£4.60
Adult Swim Off Peak	Swim Pool Timetable	See Timetable	£2.50	£3.20
Junior Swim Peak	Swim Pool Timetable	See Timetable	£2.60	£3.50
Junior Swim Off Peak	Swim Pool Timetable	See Timetable	£2.00	£2.60
50 + Swim Peak	Swim Pool Timetable	See Timetable	£2.70	£3.60
50 + Swim Off Peak	Swim Pool Timetable	See Timetable	£2.10	£2.70
60+ Swim	Swim Pool Timetable	See Timetable	£1.70	£2.30
Concession Swim	Monday - Friday	06.30 - 17.30pm	£1.70	£2.30
Family Swim Peak	Swim Pool Timetable	See Timetable	£9.10	£12.60
Family Swim Off Peak	Swim Pool Timetable	See Timetable	£6.10	£8.10
SwimLife Lesson – Junior	Monday - Saturday	See Timetable	£4.20	£4.70
SwimLife Lesson – Adult Off Peak	Monday - Saturday	See Timetable	£3.90	£5.30
SwimLife Lesson – Adult Peak	Monday - Saturday	See Timetable	£4.50	£5.80
Aqua Fit	Swim Pool Timetable	See Timetable	£3.80	£4.80
Sports Hall				
Badminton – Peak	Monday - Sunday	As per opening times	£6.00	£8.20
Badminton – Off Peak	Monday - Friday	06.30-17.00pm	£4.20	£5.80
No Strings Badminton	Wed,Thus, Sun	Wed 10am Thu 19-21pm Sun 9-11am	£3.50	£4.50
Table Tennis – Peak	Monday - Sunday	As per opening times	£5.10	£7.40
Table Tennis – Off Peak	Monday - Sunday	06.30-17.00pm	£4.30	£5.80
Equipment Hire	Monday - Sunday	N/A	£1.50	£1.50
Deposit	Monday - Sunday	N/A	£5.60	£5.60
Gym/Aerobics				
WorkOut Classes	Group Exercise Timetable	See Timetable	£4.10	£4.90
Gym Member	Monday - Sunday	As per opening times	£4.90	£6.60
Concession Gym	Monday - Friday	06.30 - 17.00pm	£2.65	£3.70
GP Referral	Monday - Sunday	As per opening times	£1.80	£1.80
Techno Kids	Group Exercise Timetable	As per opening times	£2.15	£2.85
60+ Gym	Monday - Sunday	As per opening times	£2.65	£3.85
Induction	Monday - Sunday	As per opening times	£7.50	
Health Suite	Monday - Sunday	As per opening times	£1.00	£1.00
Sunbed (lie down per minute)	Monday - Sunday	As per opening times	£0.50	£0.60
Sunbed (Shower per minute)	Monday - Sunday	As per opening times	£0.50	£0.60
Other Activities				
Ladies Leisure	Wednesday	9am-12pm/13.00-15.30pm	£2.90	£3.90
Active Lifestyle 50+	Monday - Friday	9am - 12pm	£2.90	£3.90
Creche (1 hr)	Monday - Friday	9.30 - 11.30am	£2.20	£2.70
Creche (90 minutes)	Monday - Friday	9.30 - 11.30pm	£2.80	£3.00
Mighty Atom's (per hour)	Mon,Tues,Sat	Monday 2 - 3pm Tues 9.30 - 11.30 Saturday 9-10am	£2.20	£2.80
Centre Memberships				
Family Centre Membership				£59.00
Adult Centre Membership				£43.00
Junior/50+ Active Mix				£21.30

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.



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@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.moore@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.