



Frequently Asked Questions

What is the Options scheme?

Everybody Options is a concessionary leisure card scheme which gives savings of 30% off the full adult peak rate for a range of activities at swimming pools, sports centres and other Cheshire East leisure facilities.

How much does Everybody Options membership cost?

There are two choices available for Options membership – either annual membership or casual membership. (You must supply proof of your eligibility as detailed on the form to join the scheme.)

- **Options Annual membership** - these are available for £22.99 per month for a 12-month contract (or annual payment of £229.90) **Please note a one-off joining fee of £16 may be applicable.**
- **Options Casual membership** - £5.00 for an annual registration fee. You then pay a reduced admission price each activity you attend.

Are you allowed to use the gym with an Everybody Options casual membership?

Yes. If you wish to use the gym on a casual basis the initial joining fee will be – £21 (inc. £5 annual registration fee, £16 induction, programme, and first gym session). You then pay a reduced admission price each visit to the gym

Can you get free swimming?

Yes, if you are a current options member in categories **F** (disability), **I** (war pension), **G** (attendance allowance) or **H** (incapacity benefit). If you are a member in these 4 specific categories, you are entitled to free entry to casual public swimming sessions.

Do carers get charged when supporting people?

If a customer requires a carer to accompany them when using our facilities such as going swimming, access to that activity will be free of charge for the carer.

Do Carers need a Carers card when supporting people?

No. A carer does not need to have an options membership card to support the cared for person to access/take part in designated activity.

As a carer I have an options card. Can I get free swimming on my own?

As a carer if you wish to use the facilities in your own time, you will pay the 30% discounted admission. E.g. Casual Adult Swim = £5.50; Options Adult Swim = £3.30

What do I get with my card?

When you present your Options card, you will get 30% off the full adult peak rate on a wide range of activities in our leisure facilities (except Holmes Chapel Community Centre). In general, discounts are available on:

- Swimming
- Selected group fitness classes
- Tennis
- Squash
- Swimming lessons (Categories A/D/E Only)
- Sauna (where available)
- Badminton
- Table tennis
- Fitness Suites – including Everybody Memberships

Do I qualify for the scheme?

There are several categories of membership as part of the Everybody Options scheme. **To meet the requirements for membership you must provide proof of eligibility for the respective options category.** There is a full list of the categories available along with the proof of evidence required listed below.

Options Category		Proof of evidence required
A	Senior Citizen	<ul style="list-style-type: none">• Birth Certificate• Bus Pass• Pension Book• Pension Credit letter from Pension Service• NHS Medical Card
B	Full Time Student (aged 17+)	<ul style="list-style-type: none">• NUS Card with an official letter from education establishment (e.g. College or University)
C	Young Person (aged 16 and under)	<ul style="list-style-type: none">• Birth Certificate• Passport• (NB – The application must be completed by the parent/guardian on behalf of the young person)
D	Job Seekers Allowance	<ul style="list-style-type: none">• ES40 signing card with an official letter from Job Centre Plus dated within last 4 weeks• Bank Statement to demonstrate benefit payment in the last 4 weeks
E	Income Support	<ul style="list-style-type: none">• Award letter for Housing Benefit, Council Tax Benefit or Council Tax Support• Income Support Payment Book
I	War Disablement Pension (with mobility supplement)	<ul style="list-style-type: none">• Allowance book• Letter from Veterans Agency
F	Disability	<ul style="list-style-type: none">• Disability Living Allowance• Personal Independence Payment• Severe Disability Allowance book• Official letter from Disability Benefits Centre
G	Attendance Allowance	<ul style="list-style-type: none">• Attendance Allowance Book• Official letter from Disability Benefits Centre or Pensions Service
H	Incapacity Benefit – Long Term Rate / Employee & Support Allowance	<ul style="list-style-type: none">• Incapacity Book• Official letter from Disability Benefits Centre or Pensions Service
J	Carers	<ul style="list-style-type: none">• Carers Allowance Book• Official letter from Disability Benefits Centre• Receipt of Carers Wellbeing Fund• Copy of Completed Carers Assessment• Letter from carer organisation confirming carer status/membership
K	Other Disability Benefits	<ul style="list-style-type: none">• Cheshire East Concessionary Travel Scheme for People with Disabilities• Cheshire East Travel Pass
L	Serving Personnel	<ul style="list-style-type: none">• Current Service Identification

NB – If you don't have the official award letter please bring a bank statement dated within the last 4 weeks

Does it apply to all Everybody Sport facilities?

No, the Options Scheme is **not** available at Holmes Chapel Community Centre. However, it is applicable at the following facilities:

Leisure Facility	Phone Number	Address
Alsager Leisure Centre	01270 685601	Hassall Road, Alsager, ST7 2HP
Barony Sports Complex	01270 685565	Barony Road, Nantwich, CW5 5QY
Congleton Leisure Centre	01260 387717	Worrall Street, Congleton, CW12 1DT
Crewe Lifestyle Centre	01270 685580	Moss Square, Crewe, CW1 2BB
Cumberland Arena	01270 685580	Thomas Street, Crewe, CW1 2BD
Holmes Chapel LC	01477 689552	Selkirk Drive, Holmes Chapel, CW4 7DZ
Knutsford Leisure Centre	01565 653321	Westfield Drive, Knutsford, WA16 0BL
Macclesfield LC	01625 383981	Priory Lane, Macclesfield, SK10 4AF
Middlewich Leisure Centre	01606 271877	St. Ann's Walk, Middlewich, CW10 9BU
Nantwich Swimming Pool	01270 685590	Wall Lane, Nantwich, CW5 5LS
Poynton Leisure Centre	01625 876442	Yew Tree Lane, Poynton, SK12 1PU
Sandbach Leisure Centre	01270 375344	Middlewich Road, Sandbach, CW11 1FH
Shavington Leisure Centre	01270 685551	Rope Lane, Shavington, CW2 5DJ
Wilmslow Leisure Centre	01625 533789	Rectory Fields, Wilmslow, SK9 1BU

How do I apply?

You can join using a variety of methods

- Over the phone
- Visit one of the above facilities and speak to a member of our team to complete a membership form.
- On-line via our website at <https://everybody.org.uk/membership-packages/>.
Please be aware memberships for under 18s are not available on-line.

Please note you will need to take proof of your eligibility with you when going to a centre to join or collect your membership card.

For more information about the Everybody Options membership scheme:

Email: Support@everybody.freshdesk.com

Website:

<https://everybody.org.uk/membership-packages/everybody-options-scheme/>

Telephone your local centre or call in to speak to a member of staff