

Active Northumberland Reopening FAQ

Membership Questions	
Will my membership be automatically restarted? If so, when?	We will be emailing all members (to their personal email address that we have on record) providing information about membership reactivation and direct debit information. This email also contacts your Member ID and Pin, please check your spam and junk folders too.
I wish to freeze my membership, how do I do this?	If you wish to continue to freeze your account for a further period you can do so HERE
If the app is down, how can I book?	You can also book via the Active Northumberland website online booking portal.
Will you be allowing new members to join?	Yes you can now view our membership options and join online at www.activenorthumberland.org.uk/Join
Will I be able to cancel my membership if I can't manage to get into the classes I would like to attend?	If you wish to continue to freeze your account for a further period you can do so HERE
If I want to freeze my membership - how do I do this?	You can login to your DFC account with your DFC reference number and password supplied to you when you joined. If you have forgotten this, please call us on 01670 620200.
Please can you let the members know what is happening with payments and direct debits and what is expected. What is happening with Spa membership? What if you are providing restricted service does that mean reduced payment?	You will receive information to your personal email address that we have on record in regards to your direct debit information. All spa memberships will remain frozen as we will not be re-opening the Spas at present. Only beauty treatments will be available at the Tranquillity Spa at Ashington Sports Centre.
When can I discuss my membership with someone?	You can send an email to enquires@activenorthumberland.org.uk and we will respond to your query, however we are facing a large volume of enquiries so please be patient for a response.
Will we have to pay our membership fees even if we can't get a time slot?	Normal T & C's apply in terms of the booking system, this would mean all bookings are a first come first served

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	basis.
As a member of Newbiggin I've been able to use Ashington Leisure Centre for Gym and Classes, can I still do this?	We will review this arrangement in November and be in touch to confirm. So for now, please continue as you have whilst also accessing activities at Newbiggin too.
When will the first direct debit payment come out of my bank account once memberships are reactivated?	You will of had an email based on what you have supplied on our system, if you haven't received this please call our team on 01670 620200 who can advise.
I paid 6 months up front which would have ended in June. Obviously I have only used it until March. Will this automatically just run the extra so I will be able to book on the app when the classes open ?	Yes. The time you have missed will be added onto your membership to ensure you have the correct months you have paid for.
I'm an Active Northumberland member and have received my email with the options, I was just wondering if I freeze my membership for 3 more months would this affect my overall membership expiry date?	Yes the time will be added onto your end date so that your expiry date is extended if you elect to freeze your membership with us.
When will non-members be able to access your centres?	Non members can now access our centres too, you must pre book any activity however by the Active Northumberland app. We are not accepting walk-ins.
Activities & Classes	
When will gymnastics/swimming lessons restart?	We have been in touch with customers to advise.
Will I be able to book 5-a-side when you reopen on the 25th of July?	Under the government guidelines we are currently unable to offer this activity.
Will your squash courts be reopening on the 25th of July?	Under the government guidelines we are currently unable to offer this activity.
Hi when does your bowling open back up?	We are pleased to open our bowling facilities at Concordia Leisure Centre and Wentworth Leisure Centre from Monday 17th August. Find more info and how to book by clicking here
When are Exercise on Referral classes returning?	We have been in touch with customers directly to advise of sessions currently available.

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When will squash courts reopen?	We continue to assess if we can provide these services safely. We will update our website once we are happy to offer squash again.
Booking online	
When will booking go live on the app for me to be able to book swimming etc?	Please read the latest update here - https://bit.ly/WelcomeBackToSwim
Do you have any idea when the Clip n climb at Cramlington will re-open?	Clip 'n Climb will be opening on the 25th July. We are only accepting online bookings currently at www.clipnclimbcramlington.co.uk
In Ponteland Leisure Centre the weights room and cardio room are separate ... is your time slot for both areas ?	Yes your time slot will be for both rooms but numbers in each room will be limited.
General Questions	
Which centre's are currently open in Northumberland?	<p>10 centres opened on Saturday 25th July. They are: Ashington Leisure Centre, *Blyth Sports Centre, *Concordia Leisure Centre, Ponteland Leisure Centre, *Prudhoe Waterworld, The Pegasus Centre, The Riverside Centre, The Swan Centre, Wentworth Leisure Centre, Willowburn Sports and Leisure Centre</p> <p>From Monday 19th October Hirst Welfare Centre and Newbiggin Sports & Community Centre will reopen.</p> <p>We continue to review national guidelines against our own risk assessment process to open further sites in Northumberland. We hope to do this soon, but please be aware we wish to do this where we can ensure the safety of customers and our colleagues.</p>
I've lost my ID and pin - what do I do?	Drop us a private message on the Active Northumberland Facebook Page and we'll retrieve these for you. (This information will also be emailed to all DD members?)

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Will it be mandatory to wear face masks?

Yes we ask to please wear a face mask when moving around our facilities. You are able to remove for your activity but please wear before and after. During your activity please ensure you practice social distancing and cleaning your equipment before and after use.