

KAL Card FAQ

Who can sign up?

Any customer over the age of three can have a KAL card and will benefit from it.

How do I get one?

Sign up online via our website. You will find a 'How To...' guide there to help you. You can also join at your local centre.

Is there a cost?

Yes there is a nominal annual charge of £2.50 if the card is purchased or renewed online. The charge is £5 if the card is renewed in site. Kirklees Passport holders and KAL Fitness Members do not pay this.

Why has this cost increased?

The KAL Card has developed since its launch, offering good value and savings on activities and products, which is reflected in the price rise. The online charge is lower than the charge paid in site due to the administration involved in processing your details into the system.

Will the service be improved with the KAL Card?

Customer service will be improved in several areas:

- The Card is needed for online bookings which will reduce congestion at reception and improve the customer experience.
- KAL Card holders will be able to use Online Booking Kiosks located in KAL centres.
- KAL Card holders have 48 hours advance booking benefits over those who don't hold a card.
- KAL Card holders can use their card to fast track into the centres for a pre-paid activity. You can see how at www.kirkleesactive.co.uk/online.

What are the booking advantages of having a KAL Card?

KAL Card holders receive up to 20% off all activity bookings (excluding Personal Training). Card holders are also automatically registered to access online bookings, and can book courts and classes seven days ahead of the activity, whereas those without a KAL Card can only make bookings five days ahead.

Will we just need one card to get a family swim?

The person paying needs to have a KAL Card to receive the discounted price for the family swim. If other members of the family come on their own, they require their own Card to receive a discount. Only KAL Card holders will receive exclusive offers and discounts which are none transferable to other customers, therefore to receive the maximum benefit all family members should consider purchasing a KAL Card. Watch out for special sign up offers throughout the year!

How many people need a KAL Card to book a badminton court/five a side football?

The person who books and pays for the court needs to have a valid KAL Card. For individual pay and play sessions, each person attending need to have a valid KAL Card to receive the discount.

Does my baby need one?

Children under the age of three have access to swimming free of charge. In order to gain KAL Card discount on any other activities available, a KAL Card would be required.

I'm already an OWL, will I need a KAL Card?

OWLS need to have a KAL Card if they want to access the discounted price and card benefits.

I'm a PAL, will I need a KAL Card?

PALS users will require a KAL Card to access the PALS price level.

Do I need a KAL Card to access all discounted prices?

Yes. For KAL to effectively manage discounted activities we need to understand who is using these products. Therefore all customers who wish to access discounted products and activities must hold a valid KAL Card.

I'm disabled, is the card free for me?

The KAL Card is free to all Kirklees Passport holders.

Do clients with a Kirklees Passport need a card?

Yes, Kirklees Passport holders must register for a card to access the discounted price level, but they will not be charged for it as they have already paid for their passport. Holders of Passports from other local authorities will be required to pay for the KAL Card.