

## **SPACE Sport Aberdeen Membership Programme FAQs**

### **Q. Who qualifies for a free membership?**

A. Anyone who has Aberdeen City Council as their corporate parent, is care experienced and/or takes care of a YP deemed to be Looked After – this includes anyone residing in the same household.

### **Q. Do carers and YP need their own application/passes?**

A. Yes everyone will require and is entitled to their own pass and each pass requires a separate application (unless the YP is under 4 as they get free entry). It is also advisable that carers use their own email address for their application ie. Not a shared one, as this will be required for online bookings.

### **Q. How do they apply?**

A. We generally ask that a professional working with the YP/family applies on their behalf using the online application and entering the promotion code given in the application guidance notes. Please email [activeschoolsvirtualschool@sportaberdeen.co.uk](mailto:activeschoolsvirtualschool@sportaberdeen.co.uk) stating the applicant's name, DOB and looked after status once the application has been submitted for the SPACE team's records and approval.

### **Q. Are they sent passes directly or collect at a venue?**

A. Once a confirmation of membership email has been received then passes can be collected directly from our sports venues. Please take a copy of the email received and valid ID for collection. If there are any issues in collecting pass then please email [activeschoolsvirtualschool@sportaberdeen.co.uk](mailto:activeschoolsvirtualschool@sportaberdeen.co.uk) and we can ask for one to be sent out.

### **Q. Do members have to use online booking before attending?**

A. Given the current Covid 19 restrictions and guidelines then yes members are required to book a slot online. This also helps with Track and Trace. However, if it is not possible then please contact the venue directly to discuss. More details can be found [here](#).



**Q. What membership options are available?**

A. For YP aged 4-13 they receive an Active Starts membership.

YP aged 14-17 receive an Active Futures membership.

Anyone 18 and over (parents, carers, care experienced) will receive a Get Active 2 membership.

Any changes in these would be at the discretion of the SPACE team and Sport Aberdeen based on an individual needs-by-needs basis.

For full details of each membership and what it includes please refer to the Membership page on the Sport Aberdeen website [here](#).

**Q. Is there access for under 4s as there is no membership that covers them?**

A. Children under 4 all receive free entry to Sport Aberdeen swimming pools (with an appropriate paying adult/ member). They would also be permitted to take part in other racket/sports hall activities.

**Q. How are membership renewed?**

A. If a membership is expired or due to expire, please email [activeschoolsvirtuelschool@sportaberdeen.co.uk](mailto:activeschoolsvirtuelschool@sportaberdeen.co.uk) with the members details and we will ask for it to be renewed. Keep hold of the pass as you won't require a new one, the renewal will be done remotely.

**Q. What if a pass is lost/stolen?**

A. If a pass is lost or stolen please notify us at [activeschoolsvirtuelschool@sportaberdeen.co.uk](mailto:activeschoolsvirtuelschool@sportaberdeen.co.uk) and we will get a new one issued.