

### **Zest Leisure Cashless Account General Information.**

A cashless account provides the benefit of being able to preload funds against an existing customer account for use in making purchases of goods and services in centre or online through our booking system (Connect) or our Zest App.

1. You can utilise a cashless account if you are a Zest member, Zest discount card holder or a registered pay as you go customer.
2. You are in control of your account, only you can add funds to your cashless account and you control who can spend those funds.
3. Funds can be added at your convenience in centre, online or via the Zest app.
4. Once funds have been added to the cashless account, they will be available immediately to spend in centre or online.
5. Cashless accounts between family members can be linked so that other members of your household can make use of the functionality. Linking will need to be applied at reception.
6. Going cashless adds to your security and safety as it means you and your family don't need to carry/bring any cash or credit/debit cards, just make sure you're topped up before you visit.
7. Use of the Cashless facility is subject to terms and conditions, which may be amended from time to time.

### **Zest Leisure Cashless Account Terms and Conditions.**

Cashless account functionality can be used to preload funds against an existing customer account for use in making purchases of goods and services in centre or online through our booking system (Connect) or our Zest App. Use of the Cashless facility is subject to the below terms and conditions, which may be amended from time to time.

1. Funds added to the cashless system cannot be used for purchases outside of Hambleton District Councils Zest Leisure Centres
2. You must be registered on our database as a Zest member, discount card holder or pay as you go customer.
3. A photo is required on your customer record for all cashless accounts. If you set up your account online you must add a photo to your account on your next visit to a centre.
4. Any unauthorised or inappropriate use of a cashless account will lead to the suspension of the account and will be reported to the appropriate authorities where necessary.
5. The primary account holder is responsible for all cashless accounts that may have been linked between family members.
6. Cashless balances are not transferable. Any funds must be used by the originating customer or linked family members.
7. Zest Leisure and Hambleton District Council are not responsible for the management of expenditure of cashless accounts.
8. Cashless balances are non-refundable.
9. Balances of cashless accounts for customers who have not used Zest Leisure Services for 6 years will be donated to a charity nominated by Hambleton District Council.