

## **Southwell Leisure Centre Customers**

### **Update – January 2026:**

Southwell Leisure Centre Trustees have now appointed Parkwood Leisure as their new operator with effect from 1<sup>st</sup> April 2026.

### **Active4Today Membership Terms and Conditions Q&A**

#### **Q: Will Active4Today continue to operate Southwell Leisure Centre after 31st March 2026?**

A: The Operator contract between Active4Today and Southwell Leisure Centre Trust will terminate on 31st March 2026. Therefore, Active4Today will no longer operate Southwell Leisure Centre with effect from 1<sup>st</sup> April 2026.

#### **Q: What will happen to my membership with Active4Today?**

A: Your membership will continue with Active4Today, at the rate you are currently paying, covering services and activities offered at Newark Sports and Fitness Centre, Dukeries Leisure Centre, Blidworth Leisure Centre, and our school partner sites. Any queries should be directed by email to [memberships@active4today.co.uk](mailto:memberships@active4today.co.uk).

#### **Q: Can I access Southwell Leisure Centre with my Active4Today membership from 1st April 2026?**

A: Your membership will not include access to Southwell Leisure Centre's facilities with effect from 1st April 2026 under Active4Today's membership terms and conditions.

#### **Q: What should I do if I hold an Xperience 2 membership attending activities at both Southwell Leisure Centre and other Active4Today sites?**

A: Contact us at [memberships@active4today.co.uk](mailto:memberships@active4today.co.uk) as soon as possible but by no later than 10th March 2026, and we will be happy to offer you a second activity at one of our Active4Today sites or regrade your membership to our Xperience One membership. You will then be charged at the Xperience One price from 1<sup>st</sup> April 2026 as long as we have received your completed regrade form. Please note that Active4Today will not automatically regrade your Xperience 2 membership. Any queries should be directed by email to [memberships@active4today.co.uk](mailto:memberships@active4today.co.uk).

#### **Q: I want to start lessons for my child but don't want to commit to a direct debit contract. Can I purchase an up-front (Course Payment) membership for the remaining duration of Active4Today's management of Southwell?**

A: This option is not available at Southwell Leisure Centre. You can, however, use this membership to participate in lessons at our other Active4Today sites at Newark and Ollerton. This membership is valid for up to 13 lessons (excluding 1-2-1 and small Group lessons) and is non-refundable.

**Q: I pay for my child's lessons quarterly in advance. Will I receive a refund for the balance of lessons remaining from 1<sup>st</sup> April 2026?**

A: Contact us at [memberships@active4today.co.uk](mailto:memberships@active4today.co.uk) as soon as possible but by no later than 10th March 2026, and we will be happy to transfer your child's lesson to one of our Active4Today sites at Newark or Ollerton. Any queries should be directed by email to [memberships@active4today.co.uk](mailto:memberships@active4today.co.uk).

**Q: I have paid in advance for a full year's membership. Will you refund the balance of the membership from 1<sup>st</sup> April 2026?**

A: You will continue to be able to access the facilities and services at Newark Sports and Fitness Centre, Dukeries Leisure Centre, Blidworth Leisure Centre for the duration of your pre-paid membership.

**Q: What are the prices for memberships with Parkwood Leisure?**

A: For membership information, you should contact Parkwood Leisure directly via the contact form on their website, [www.parkwoodleisure.co.uk](http://www.parkwoodleisure.co.uk). Our advice is to click on Bingham Arena and raise a general enquiry mentioning that you are currently a customer of Southwell Leisure Centre.

**Q: I only want to use the facilities and services at Southwell Leisure Centre after Active4Today withdraw. What should I do next?**

A: You will need to cancel your membership agreement with Active4Today by emailing [memberships@active4today.co.uk](mailto:memberships@active4today.co.uk) by no later than 20<sup>th</sup> March 2026 quoting your name, membership card/wristband number and date of birth and we will process the cancellation. Once we have received the cancellation, no further payments will be charged. Regrettably, we will be unable to refund any membership payments from April onwards, but you will be able to access the facilities and services at our other Active4today sites.

**Q: Will my personal information be shared with Southwell Leisure Centre Trustees and/or the new operator of Southwell Leisure Centre?**

A: Your membership information will remain with Active4Today and will be covered by our current privacy policy which can be found at [Privacy | Active4Today](#).

**Q: Will Active4Today be contacting customers directly at any point?**

A: Yes. We will be contacting customers by email and posting notices on the app, website and social media platforms by the end of February 2026.

**Q: Who can I contact for further information?**

A: If you need any further information, please do not hesitate to contact us at [memberships@active4today.co.uk](mailto:memberships@active4today.co.uk).