

**the ASV**



**Passport**

# 1 The ASV Passport

Since opening in 2009 ASV has attracted and enjoyed a high volume of customer visits; a public facility, that is open and accessible to all. Both ASV receptions have gated entry systems which offer a card swipe self-service that allow the gates to open, however non-members are asked to report to receptions and either pay for their activity and receive a receipt or if attached to a sports club or group, ask for the gates to be opened to allow access which can create significant disruption to the customer journey.

The introduction of an ASV Passport for members of ASV who are part of a club, organisation or group that has a block booking with ASV will improve your customer experience, achieving the following:

## **Ease of Entry**

To ensure that entry into the facility is as simple and quick as possible. Groups will no longer need to approach reception, they can fast track through reception to their session and it will minimise 'grouping' in the reception areas.

## **Safeguarding & Security Concerns**

When reception gates are open, there is poor or absent customer checks making it difficult to establish if customers have legitimate reasons for entry. This means we do not have full control over the safety of members and legitimate users which we need to overcome as the safety and well-being of our members / users and staff is always paramount.

## **Track & Protect**

With the COVID-19 pandemic and the subsequent lockdown, the case for ASV to have better control of access and to collect the contact details of customers is clear and understood by all.

## **Supporting ASV Charitable Purposes**

The money generated from the ASV passport will be invested in charitable and worthy projects. ASV will support a range of family, group, and individual charitable projects.

# 2 How access will change

## **You can gain access into ASV via our check-in Reception with a:**

1. Membership including clubs with memberships
2. Lifestyle (Day) Pass
3. ASV Passport

## **Exempt from requiring an ASV Passport are:**

1. Visiting teams / including coaches
2. Spectators (this includes for e.g., parents of LTS children)

See section 3 on how to access ASV if you are exempt from the ASV Passport

ASV has launched a new app for members aged 17+ which has a "check-in" function. All members including ASV Passport holders can download and use the ASV app which gives the functionality via their smart-phone to scan their code on the app and gain fast track entry into ASV.

Access to the ASV app will follow the same process as a normal ASV member, through the same contact details that are on our membership database.

Every ASV Passport member will be issued with a wristband, but under 17 year olds will not gain access to the app.

See section 5 for more information on the ASV map.

# 3

## How to access ASV if you are exempt from the ASV Passport

If you are visiting ASV to spectate, attend a fixture, participate in an event or are part of a school there are various steps to follow to gain access into ASV with an ASV passport.

Please follow the steps below:

### 1. How to register for access to ASV to spectate

1. Visit [aberdeensportsvillage.com](http://aberdeensportsvillage.com)
2. Click Memberships and Join Now
3. Select either I'm an Existing member/a UOA Student or I am new to Aberdeen Sports Village
4. Create an account
5. Scroll to find "Register to Spectate (1 day)" and select Buy Now
6. Hover over the basket (top right) and press Checkout
7. Review basket , click continue and finalise transaction
8. Show confirmation email to ASV reception / Event Organiser upon arrival to facility

### 2. How to register for access to ASV to attend a fixture

1. Visit [aberdeensportsvillage.com](http://aberdeensportsvillage.com)
2. Click Memberships and Join Now
3. Select either I'm an Existing member/a UOA Student or I am new to Aberdeen Sports Village
4. Create an account
5. Scroll to find "Register for a Fixture (1 day)" and select Buy Now
6. Hover over the basket (top right) and press Checkout
7. Review basket, click continue and finalise transaction
8. Show confirmation email to ASV reception / Event Organiser upon arrival to facility

### 3. How to register for access to ASV to participate in an event

1. Visit [aberdeensportsvillage.com](http://aberdeensportsvillage.com)
2. Click Memberships and Join Now
3. Select either I'm an Existing member/a UOA Student or I am new to Aberdeen Sports Village
4. Create an account
5. Scroll to find "Register for an Event (1 day)" and select Buy Now
6. Hover over the basket (top right) and press Checkout
7. Review basket , click continue and finalise transaction
8. Show confirmation email to ASV reception / Event Organiser upon arrival to facility

# 4 How to purchase the ASV passport

The ASV Passport can be purchased easily through the ASV website, via Memberships; [aberdeensportsvillage.com/membership-overview](https://aberdeensportsvillage.com/membership-overview)

Select 'Join Now' which links to our membership portal and choose 'ASV Passport. The cost is £5 per person, and the Passport will be valid for 1 year.

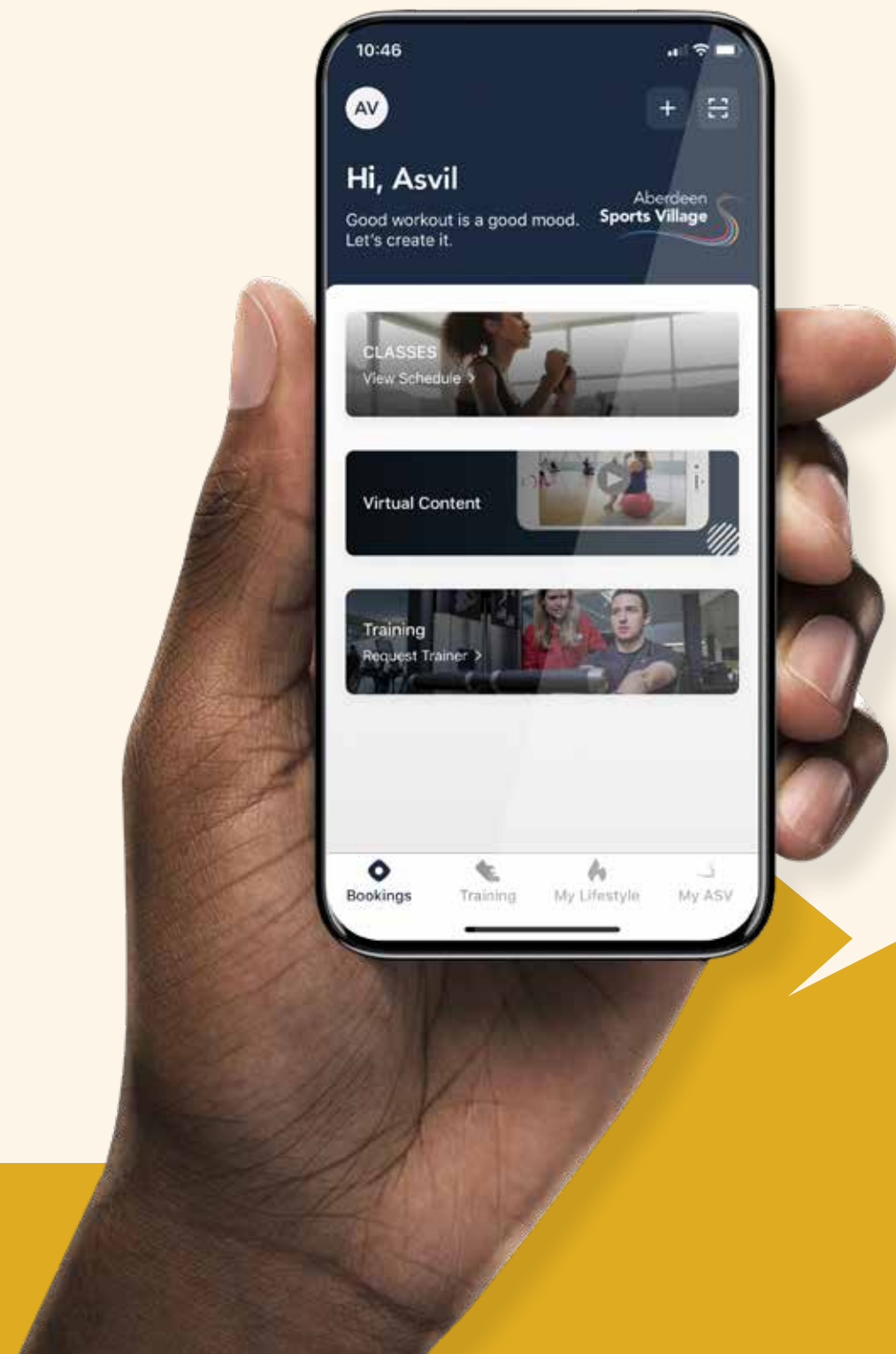
# 5 Welcome to the ASV App!

ASV Passport Members will have access to a range of benefits through the ASV App:

- Ability to track your physical activity levels by connecting to your training app and wearables
- Exclusive offers and deals for members
- Take part in ASV challenges
- Earn rewards as you exercise, and reward points can be redeemed for a variety of items as per the app.
- Fast track access always
- Overall, an enhanced user experience

ASV look forward to continue welcoming all users and groups into our facility and we hope you understand this change is necessary to ensure you always have the best, and safest experience as possible when in ASV. We look forward to engaging with our members more via the exciting features on the new app, and hope you enjoy the benefits it brings.

If you have any queries with regards to this new development at ASV, please contact [info@aberdeensportsvillage.com](mailto:info@aberdeensportsvillage.com)



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**Sports Village** 