

## New Ayrshire360 Membership Packages

The Galleon Leisure Centre became part of East Ayrshire Leisure Trust in April 2025, and we are now preparing for the next steps as the Trust officially rebrands to Ayrshire360 on 1<sup>st</sup> April. As part of this transition, we will be launching our new membership packages that will replace both the Galleon's and East Ayrshire Leisure's current memberships

### 1. When do the new Ayrshire360 membership packages go live?

The new membership packages launch on **1 April 2026**.

### 2. What new membership packages are available?

Full details of the new Ayrshire360 membership packages are available [here](#):

### 3. If I am currently an East Ayrshire Leisure member, can I now use the Galleon?

Only with the new **Active360** membership, which provides access to community sites **plus** the Galleon.

### 4. What is the Active Wellbeing Membership?

The Active Wellbeing Membership is a membership which is only available to people that are referred to our Exercise Referral Scheme, Activity on Prescription (AOP). AOP is accessible to people who are currently not active and living with a long-term health condition. The Active Wellbeing Membership it is not an alternative to any existing Galleon or East Ayrshire Leisure memberships.

### 5. I am a current member of the Galleon. What will happen to my membership?

Your membership will be migrated to the Ayrshire360 package that best matches your current membership.

The table below shows the mapping and associated prices from **1 April 2026**.

Venue	Current Membership	Current cost	New Membership	Cost from 1 <sup>st</sup> April 2026
Galleon	Gold (0-4 years as a member) (Direct Debit)	£34.95	Active360 (Direct Debit)	£36
Galleon	Gold (5-9 years as a member) (Direct Debit)	£33.20	Active360 Corporate (Direct Debit)	£32
Galleon	Gold (10+ years as a member) (Direct Debit)	£29.75	Active 360 Concession (Direct Debit)	£30
Galleon	Gold (0-4 years as a member) (upfront 12 month, 13/14 <sup>th</sup> month free)	£397.05	Active360 (upfront 12 months, 13 <sup>th</sup> month free)	£432
Galleon	Gold (5-9 years as a member) (upfront 12 month)	£377.20	Active360 Corporate (upfront 12 months, 13 <sup>th</sup> month free)	£384
Galleon	Gold (10+ years as a member) (upfront 12 month)	£338.30	Active360 Concession (upfront 12 months, 13 <sup>th</sup> month free)	£360
Galleon	Silver (0-4 years as a member) (Direct Debit)	£26.35	Active360 (Direct Debit)	£36
Galleon	Silver (5-9 years as a member) (Direct Debit)	£25.05	Active360 Corporate (Direct Debit)	£32
Galleon	Silver (10+ years as a member) (Direct Debit)	£22.45	Active360 Concession (Direct Debit)	£30
Galleon	Silver (0-4 years as a member) (upfront 12 month, 13/14 <sup>th</sup> month free)	£299.35	Active360 (upfront 12 months, 13 <sup>th</sup> month free)	£432
Galleon	Silver (5-9 years as a member)	£284.40	Active360 Corporate	£384

	(upfront 12 month, 13/14 <sup>th</sup> month free)		(upfront 12 months, 13 <sup>th</sup> month free)	
Galleon	Silver (10+ years as a member) (upfront 12 month, 13/14 <sup>th</sup> month free)	£255.05	Active360 Concession (upfront 12 months, 13 <sup>th</sup> month free)	£360
Galleon	Bronze (inc. current Corporate) (Direct Debit)	£29.75	Active Gym with Swim/Health Suite Bolt On (Direct Debit)	£30
Galleon	Bronze (upfront 12 months)	£357	Active Gym with Swim/Health Suite Bolt On (upfront 12 months, 13 <sup>th</sup> month free)	£360
Galleon	Gym Only (Direct Debit)	£22.95	Active Gym (Direct Debit)	£24
Galleon	Gym Only (upfront 12 month)	£275	Active Gym (upfront 12 months, 13 <sup>th</sup> month free)	£288
Galleon	Over 60s Gold	£28.90	Active360 - Concession 65 yrs+ (Direct Debit)	£30
Galleon	Over 60s Gold	£312	Active360 - Concession 65 yrs+ (upfront 12 months, 13 <sup>th</sup> month free)	£360
Galleon	Teen Gold (16-17) (Direct Debit)	£28.90	Active360 – Youth (16-17yrs) (Direct Debit)	£27
Galleon	Teen Gold (16-17) (upfront 12 month)	£312	Active360 – Youth (16-17yrs) (upfront 12 months, 13 <sup>th</sup> month free)	£324
Galleon	Junior Gold (12-15) (Direct Debit)	£23	Active360 – JNR (12-15yrs) (Direct Debit)	£23
Galleon	Junior Gold (12-15) (upfront)	N/A	Active360 JNR (12-15yrs) (upfront 12 months, 13 <sup>th</sup> month free)	£276

#### **6. I have a joint membership at the Galleon, what will happen with my membership?**

As of the 1<sup>st</sup> April, Ayrshire360 will no longer be offering joint memberships at the Galleon, therefore, we will migrate the person who is the lead on the joint membership over to a single membership equivalent to what type of membership you now have. The 2<sup>nd</sup> person will then be set up with their own membership and their own unique reference number. In April you will notice on your bank statement two separate Direct Debit collection payments will be taken each under their own unique reference. There is no requirement to complete a new Direct Debit Mandate.

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## 7. I am a current East Ayrshire Leisure member. What will happen with my membership

As with Galleon memberships, you will move to the package that most closely matches your current one.

The corresponding pricing table remains as originally provided.

**\*Please note that the Current Membership costs below show 6 months upfront and the New Membership cost is for 12 months**

Venue	Current Membership	Current Cost	New Membership	Cost from 1 <sup>st</sup> April 2026
Community	Active Plus (Direct Debit)	£22	Active Community (Direct Debit)	£24
Community	Active Plus (Upfront 6 month)	£132	Active Community (12 months upfront, 13 <sup>th</sup> Month free)	£288
Community	Active Lifestyle – 65+ (Direct Debit)	£20	Active Community - Concession 65+ (Direct Debit)	£21
Community	Active Lifestyle - 65+ (Upfront 6 month)	£120	Active Community - Concession 65+ (12 months upfront, 13 <sup>th</sup> Month free)	£252
Community	Active Lifestyle – Carer, Disabled, FT Student, Unemployed (Direct Debit)	£20	Active Community – Concession (Direct Debit)	£21
Community	Active Lifestyle - Carer, Disabled, FT Student, Unemployed (Upfront 6 month)	£120	Active Community – Concession (12 months upfront, 13 <sup>th</sup> Month free)	£252
Community	Active Corporate (Direct Debit)	£18.00	Active Community – Corporate (Direct Debit)	£22
Community	Active Corporate (Upfront 6 month)	£108	Active Community – Corporate (12 months upfront, 13 <sup>th</sup> Month free)	£264
Community	Active Swim (Direct Debit)	£10	Active Swim (Direct Debit)	£15
Community	Active Swim (Upfront 6 month)	£60	Active Swim (12 months upfront, 13 <sup>th</sup> Month free)	£180
Community	Active Youth (16-17) (Direct Debit)	£15	Active Community - Youth (16-17) (Direct Debit)	£17
Community	Active Youth (16-17) (Upfront 6 month)	£90	Active Community - Youth (16-17) (12 months upfront, 13 <sup>th</sup> Month free)	£204
Community	Active Youth (12-15) (Direct Debit)	£15	Active Community - JNR (12-15) (Direct Debit)	£13
Community	Active Youth (12-15) (Upfront 6 month)	£90	Active Community - JNR (12-15) (12 months upfront, 13 <sup>th</sup> Month free)	£156
Community	Active Wellbeing	£10	Active Wellbeing	£10

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### **8. I signed up for a 12-month contract with the Galleon. Am I still tied in?**

No. From **1 April**, all memberships become **rolling monthly** direct debits with **30 days' notice** to cancel. The Galleon will no longer offer 12-month tie-in contracts.

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### **9. What are Bolt-Ons?**

Bolt-Ons are optional add-ons (e.g., Health Suite, Swim) that can be added or removed through your online account. Bolt-on's are specific to certain memberships. They require **30 days' notice** to cancel.

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### **10. I am currently a member of both the Galleon and East Ayrshire Leisure. What should I do?**

Please email [fitnessmemberships@eastayrshireleisure.com](mailto:fitnessmemberships@eastayrshireleisure.com) to confirm which membership you wish to keep. We will cancel the other one.

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### **11. I have a Galleon loyalty membership. What will happen to it?**

Your loyalty pricing will be honoured, and you will migrate to the appropriate priced membership. However, loyalty pricing will not be available to new memberships from **1 April**.

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### **12. I have an over-60s Galleon membership. What will happen to it?**

Members aged **60–64** will have their concession honoured during migration. From **1 April**, concession eligibility changes to **65+**. Criteria can be viewed [here](#)

For the purposes of migrating onto the new system, you must notify us via our email [fitnessmemberships@eastayrshireleisure.com](mailto:fitnessmemberships@eastayrshireleisure.com) with a copy of the relevant ID before the **20 March** otherwise, it will be May before the new payment will take effect.

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### **13. I'm a Galleon member who qualifies for an East Ayrshire Leisure concession category. What are my options?**

Concessions (Full-Time Student, Disabled, Carer, Unemployed, 65+) will be available from **1 April**. Criteria can be viewed [here](#)

To receive the concession rate in April, send your relevant ID to: [fitnessmemberships@eastayrshireleisure.com](mailto:fitnessmemberships@eastayrshireleisure.com) by **20 March**. Otherwise, concession pricing will begin in May.

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### **14. What happens to admission memberships?**

Admission memberships will continue. From **1 April**, admission and spectator prices will **reduce by 10%**. Your remaining membership period will transfer to the new booking system.

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### **15. I have a paid-upfront annual Galleon membership. What will happen?**

You will migrate to the closest Ayrshire360 equivalent. Your remaining prepaid period will continue unchanged

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**16. Will I still receive two months free if I pay upfront at the Galleon?**

If purchased **before 1 April 2026** → You will still receive **2 free months**.

For upfront memberships **from 1 April 2026 onward** → You pay for 12 months and receive **1 free month**.

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**17. I work for EAC / ARA / EA Health & Social Care and have an East Ayrshire Leisure membership. What happens next?**

You will migrate to the **Active Community: Strategic Partner** package.

If you want Galleon access, email [fitnessmemberships@eastayrshireleisure.com](mailto:fitnessmemberships@eastayrshireleisure.com)

by **20 March** to switch to **Active360: Strategic Partner**, otherwise, you will need to wait until after the **1 April** to make the change.

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**18. What if I want to change the membership package I've been allocated?**

Email [fitnessmemberships@eastayrshireleisure.com](mailto:fitnessmemberships@eastayrshireleisure.com) by **20 March**.

After that date, changes can be made only **after 1 April**.

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**19. Will my Direct Debit collection date change?**

No. Your collection date will remain the same (1st or 15th).

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**Q20. What happens if my Membership fee increases or decreases?**

You will be notified at least 14 days prior to the first collection date of any amendments to your Direct Debit amount for your new membership package. There is no requirement to complete a new Direct Debit mandate.

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**Q21. My children attend swimming lessons, how will this impact on them?**

There will be no impact on swimming lessons at this time as the new block will be paid prior to the 1<sup>st</sup> April. We will be issuing out some exiting news regarding our swimming lesson programme in due course so please ensure we have an email address for you. If we don't or it needs updated, please email it to use at

[learntoswimenquiries@eastayrshireleisure.com](mailto:learntoswimenquiries@eastayrshireleisure.com)

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**Q22. I have an East Ayrshire membership which included racquet sports, what is happening with my membership?**

Racquet sports will no longer be part of the main membership. If you wish to include racquet sports to your membership you can take out the Racquet sports bolt on's which can be paid monthly and cancelled with 30 days notice or pay upfront for the full year.

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**Q23. Why isn't squash included in the racquet sports bolt-on?**

The bolt-on only covers racquet sports played in a sports hall, so squash is not included.

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## Galleon – New Booking System, App & Access Control (Members)

### Q24. When does the new Booking System GO LIVE?

Our new booking system, **Legend**, goes live on **1 April 2026**. You'll need to link your Legend account with the Ayrshire360 app by following a few simple steps.

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### Q25. What steps do I need to follow to set up "Legend Online Services" and link my account to the APP so I can book classes?

Once your account is migrated, you'll receive an email with your **new membership number**. Use this to register for Legend Online Services.

A short video will guide you through the full setup and app-linking process. [Watch here](#)

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### Q26. When does Ayrshire360 app go LIVE?

The **Ayrshire360 app is already live**. It is a rebrand of the current East Ayrshire Leisure app.

You can download it now by searching "**East Ayrshire Leisure**" in your app store.

Galleon members will only be able to use it once their **Legend Online Services account is set up** (see Q25).

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### Q27. Will I still be able to use my membership card to access the middle turnstile at the Galleon?

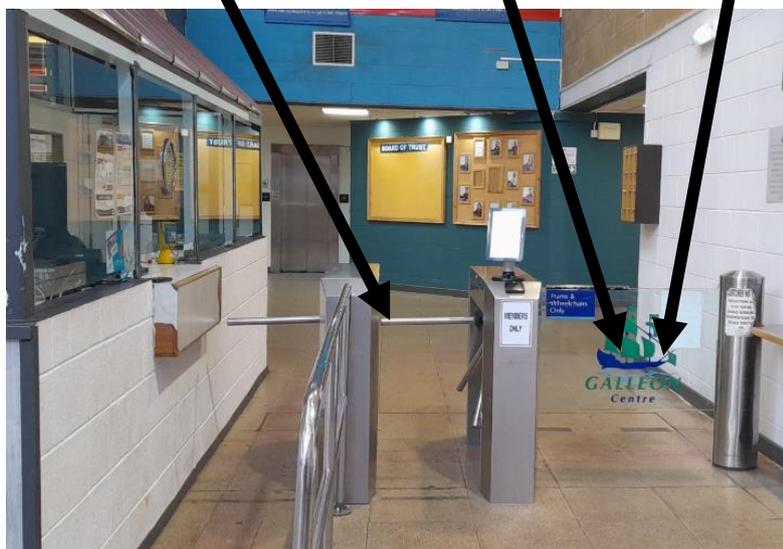
From **1 April**, membership cards will no longer be needed for self-entry.

Access to the **gym, swimming, sauna, steam room, gym changing rooms and pre-booked fitness classes** will be through the **Ayrshire360 app on your phone**.

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### New Access control Set up for Member Self entry

Below outlines which turnstile / access gate you should use depending on your activity

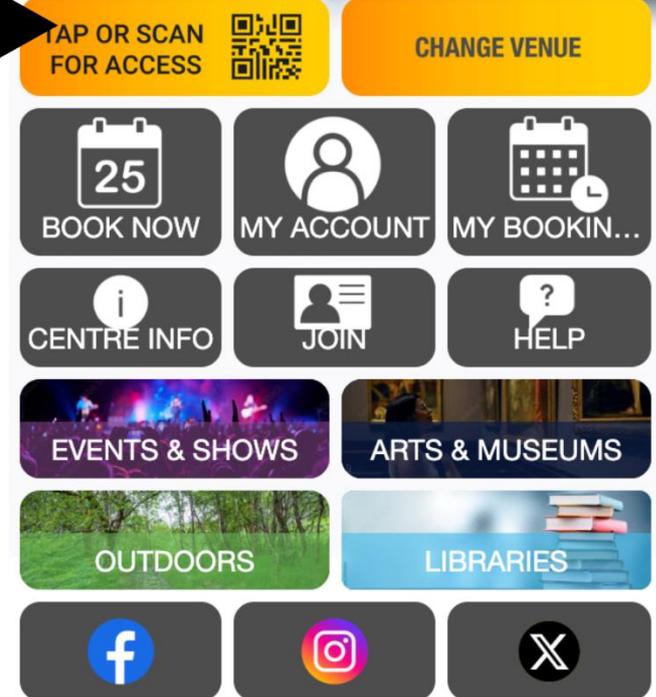


## GALLEON MEMBERS SELF ENTRY ACCESS

Open the **Tap or Scan for Access** tile on the app

Either scan the QR code or tap your phone on the smart tile at the turnstile

You'll gain entry with a valid booking or membership. Make sure you scan the correct tile at the turnstile (shown below)



If you're using more than one area (e.g. Gym and Pool) scan both tiles before entering.

**\*\*Always scan the Gym tile last.**

If you're heading to the gym or gym changing rooms, scan the tile at the door.

Going to a class, the pool, or the Health Suite? Just make your way there

**Fitness Classes - must be pre-booked via the app**  
**Gym, Sauna & Steam Room - no pre-booking required**  
**Swimming - no pre-booking required unless it is a bookable swim session e.g. at weekends**

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### Q28. What if I am a member but I don't want to use the app to enter.

You can use the **general admission turnstile** beside reception.

To enter the gym or changing rooms, you'll be given a **4-digit code** to use on the keypad. The code can be used multiple times within a set time period.

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### Q29. Will I still be able to book my fitness classes on the app for the Galleon?

No. From **25 March**, class bookings will move to the **East Ayrshire Leisure / Ayrshire360 app**.

Follow the setup steps in **Q25**

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### Q30. What time will fitness classes become LIVE on the Ayrshire360 app?

Ayrshire360 users can book classes at the Galleon and community sites from **7am, 7 days in advance**

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### Q31. I already have the East Ayrshire Leisure app, will I have to download the new Ayrshire360 one?

No – the app will update automatically .

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**Q32. I have the Galleon app downloaded; will I have to download the new Ayrshire360 app?**

Yes. Please download the **East Ayrshire Leisure / Ayrshire360 app** and follow the steps in **Q25**

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**Q33. When can I start booking my classes at the Galleon through the Ayrshire 360 app?**

Classes from **1 April onwards** can be booked from **7am on Wednesday 25 March**.

Make sure you've followed the setup steps in **Q25**

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## **Galleon – New Booking System (Non-Members)**

**Q34. When does the new Booking System GO LIVE?**

The Legend booking system goes live on **1 April 2026**. You will need a Legend account to book activities or link to the Ayrshire360 app. **See Q26**

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**Q35. I am not a member at the Galleon, therefore my profile won't be migrated over. My children also use the Galleon so what do I do?**

You can set up your **Legend profile(s) now** and link your children to your account.

1. Visit: <https://eastayrshireleisure.legendonlineservices.co.uk/enterprise/account/login>
2. Select **Sign Up**
3. Choose your most-used facility (select any site if the Galleon is not yet listed)
4. Enter your details  
If the system says you already have an account, go back and select **Reset Password**.  
Once your account is created, add your children through **Manage Family Members / Parent Portal**.

### **Adding Children to Your Account**

- Create a separate account for them **or**
- Use **Create a new contact** in your Parent Portal to add them using your email address.  
They'll appear instantly under **My Family Members**, and you'll be able to book them into sessions
- If the system indicates you already have an account, this could be due to a staff member setting up your account to transfer an existing booking over. If this is the case you want to go back to the main screen and reset your password

### **Linking your account to the app**

- Download the app
  - Before 1 April: **East Ayrshire Leisure**
  - After 1 April: **Ayrshire360**
  - **Select** a venue
  - Click on the **"My account" tile then Log** in using your Legend details  
Your accounts will now be linked, letting you choose which child to book into each session.
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**Q36. I'm pay-as-you-go — how do I access the gym or changing rooms?**

Follow the same entry steps as **Q28** (general admission turnstile and keypad code).

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**Q37. I book on behalf of a club — what does this mean for us?**

Please contact us if we haven't already spoken with you so we can advise you on any booking or payment changes.

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**Q38. I'm a club treasurer — what changes should I expect?**

Club invoices will continue, but from now on invoices will be issued one month in advance rather than in arrears.

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