

Know Your Customer Documentation

All Members will be asked to provide Proof of identity & Proof of Address before receiving their membership Key pass, this will need to be in person with our reception team. Please call them on 01189 644 600 with any queries.

Please see the full list of acceptable documents below:

Proof of identity

The primary form of identification must bear a photograph and signature and an original document must be seen:

- full UK or foreign passport that has the Machine-readable zone
- full UK or foreign photo card driving licence
- photo card national identity card that has the Machine-readable zone

The passport, driving licence or national identity card must be valid, up to date and be signed by the holder.

Proof of address

The second form of identification must confirm the individual's permanent residential address:

- Full UK photo card driving licence bearing residential address (if not already used as your proof of identity)
- UK or foreign bank credit card or bank statement (dated within the last three months, we will accept online)
- UK mortgage statement (dated within the last 12 months)
- UK council tax bill (for the current year)
- Letter/bill from utility company (less than 3 months old, except for water bills, which must relate to the current charging period). **Mobile phone bills are not accepted.**
- UK TV licence letter or Direct Debit schedule (less than 12 months old). This should confirm your name, address and existence of a TV licence.
- Voters roll search.

Mobile telephone bills, store card statements and any documents showing a 'care of address' or non- residential address cannot be accepted.