

# HillingdonFirst

HillingdonFirst offers residents preferential rates at council parking and leisure facilities, access to libraries and the council's waste centre, and discounts at participating businesses.

## Apply for your card

If you would like to request a privilege card, or if you have not received your privilege card, you can request one here.



## Manage your card

If you have not registered your card, you can register it here.

## HillingdonFirst directory


Discounts and offers available from local businesses with your HillingdonFirst card.

## Terms and conditions

Any person over 18 who resides in the borough as their principal home can apply for a HillingdonFirst card, and membership of the scheme is free.

## Using your card

Using your card is simple.

 [Subscribe to this page »](#)

Last updated: Fri 20 Jan 2012 at 11:58

---

© 1997-2012 London Borough of Hillingdon

# Terms and conditions

Any person over 18 who resides in the borough as their principal home can apply for a HillingdonFirst card, and membership of the scheme is free.

- Hillingdon residents aged 17 who driver can also apply for a HillingdonFirst card.
- Only one card will be issued per borough resident.
- The card is valid for the period you remain as a resident of the London Borough of Hillingdon.
- Those applying for the card will need to provide proof of their address.
- The card is only for the use of the cardholder, it is not transferable.
- The minimum age limit is 17 years old. However, a later issue may include young people aged 11-17.
- Any changes to personal details - names, address, must be notified to Hillingdon Council, either via the HillingdonFirst website or the contact centre 01895 556677 immediately. Proof of new details may be required.
- If you move out of Hillingdon you must inform the council immediately and return your HillingdonFirst card.
- The card remains the property of the London Borough of Hillingdon and must be returned upon request. Any breach of these conditions may result in the withdrawal of the HillingdonFirst card.
- Hillingdon Council reserves the right to refuse issue of a HillingdonFirst card. This may happen, for example, where you cannot prove you are resident in the borough or where your card has previously been withdrawn due to a breach of these Terms and Conditions of issue.
- Hillingdon Council reserves the right to withdraw/amend the card. The council reserves the right to alter or withdraw the scheme at any time without notice.
- The card can only be used according to the terms and conditions laid down by the individual services offered with the HillingdonFirst card.
- When further HillingdonFirst card applications are added to your card you will be issued with service details and any additional necessary terms and conditions for the service added.
- The card is the responsibility of the cardholder. Lost, stolen or damaged cards will be replaced for free on the first occasion, but a small payment will be charged after this.
- The card is not valid if altered, damaged or defaced in any way.
- When using the card in conjunction with the discount directory it must be presented immediately prior to a sale negotiation or purchase. Failure to do so may lead to a discount being refused.
- Hillingdon Council will not be liable if:
  - 
  - the HillingdonFirst card is not honoured by any participating merchant in the HillingdonFirst discount scheme
  - the scheme or the card are subsequently withdrawn.
- Hillingdon Council in no circumstances endorses or accepts liability for any non-council products or services offered under the HillingdonFirst card scheme. Neither does it accept liability where there is an improper or illegal use of the card.
- Hillingdon Council does not act as agent or representative of any retailer listed in the directory. The council gives no guarantee or warranty whatsoever regarding the quality of the goods or services offered by any retailer listed in the directory nor regarding the status or reputation of any retailer.
- HillingdonFirst will not be accepted as an identity or proof of age card.

# Register my business

Information for businesses about the discount scheme, offering customer benefits, and how to sign-up.

---

To sign up for the discount scheme for card holders, please complete our **online enquiries form** and include your contact details - a member of the HillingdonFirst team will contact you.


By signing up to the scheme, you will commit to offer an incentive to residents for 12 months.

You may wish to change your incentive up to 4 times throughout the year through our online enquiries form.

You can choose to leave the scheme at the annual review.

Please be aware that by being part of the scheme, the council does not endorse your business

If you have any queries, please complete the **online enquiries form** which will be recorded by our contact centre and answered by the appropriate department.

 [Subscribe to this page »](#)

Last updated: Fri 20 Jan 2012 at 11:50

---

© 1997-2012 London Borough of Hillingdon

# Using your card

Using your card is simple.

You can use your card straight away, but registering your card will allow you to manage your card details online, and will help with the replacement of a lost card.

- The card will get your preferential rates for yourself only.
- You must present your card at each visit for preferential rates.
- HillingdonFirst cannot be used to pay council tax.
- HillingdonFirst and Oyster cards work off similar technology so keep them separated before using a card reader.

---

## Using your card at the Library

If you are an existing library member, HillingdonFirst replaces your library card. Please destroy your old library card and begin using your HillingdonFirst card.

If you have not used a library before, please bring your HillingdonFirst card and one proof of ID to join the library immediately.

You can renew your library books in the library or online. [Renew books online »](#)

## Preferential parking rates

Before you put money into the parking machine, press the yellow button and touch your card on the picture of HillingdonFirst on the parking machine at council car parks and on-street parking areas.

[Video guide to parking with HillingdonFirst »](#)

If you forget your card, you will have to pay the full charge.

## Using your card in shops

You can search the directory to see which shops are participating.

The council does not endorse businesses, products and services in the directory.

When paying for your shopping, just show your HillingdonFirst card. Acceptance of the HillingdonFirst card is at the shop manager's discretion.

Your HillingdonFirst card cannot be used to make online purchases.

## Using your card for leisure

The following leisure centres participate in HillingdonFirst:

- Hillingdon Sports and Leisure Complex
- Highgrove Pool
- Queensmead Sports Centre
- Botwell Green Sports and Leisure Centre

## Waste and recycling centre, Harefield

Free access to regular domestic landfill waste area in Harefield.