

Will you share my personal information with any other organisation?

No personal information will be made available to other organisations without your permission.

What should I do if I lose my *HillingdonFirst* card?

To report a lost or stolen card you should contact the council immediately by calling 01895 556677 or go to www.hillingdon.gov.uk/hillingdonfirst. We will cancel it as soon as you tell us and will order you a new card. The first replacement is free, but further replacements cost £5.

Will any other services be added to my *HillingdonFirst* card?

We are planning to add more services in the future, including preferential rates when you use the council's leisure centres, golf courses and theatres.

Is this card the same as my council tax card?

No, *HillingdonFirst* cannot be used to pay council tax.

Can I lend my card to a friend or relative?

No, *HillingdonFirst* privileges and benefits are only for the card holder.

Where can I find the terms and conditions of the *HillingdonFirst* scheme?

Please go to www.hillingdon.gov.uk/hillingdonfirst for a full list of terms and conditions of use for the *HillingdonFirst* card and scheme.



How do I use my *HillingdonFirst* card?

Using your *HillingdonFirst* card is simple.

In libraries – To borrow from a Hillingdon library, simply take your *HillingdonFirst* card with you to the counter as normal.

For preferential parking rates – Remember to take your *HillingdonFirst* card with you and before you put your money into the parking machine, press the yellow button and touch your card as shown on the machine.

For discounts at local shops and businesses – Show your *HillingdonFirst* card at the till before you purchase your goods or services.

For free access to the waste and recycling centre in Harefield – just touch your card on the picture of *HillingdonFirst* on the machine at the entrance.

Do I have to do anything to activate or register my *HillingdonFirst* card?

No, just start using it to enjoy resident privileges and discounts.

How will this card work as my library card?

If you are an existing library member *HillingdonFirst* will replace your library card. Please destroy your old library card and start using your *HillingdonFirst* card.

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

Can I renew my library books using the 01895 556677 phone number on the card?

Please renew your library books in the library or online as you do at the moment.

What do I do to get discounted parking?

Simply press the yellow button and touch your card on the picture of *HillingdonFirst* on the parking machine.

What happens if I forget my card?

You will have to pay the full charge and will not receive the preferential rate.

Which shops are participating in the scheme?

For more information about *HillingdonFirst*, including the latest list of participating shops, please go to www.hillingdon.gov.uk/hillingdonfirst

What do I do if a shop refuses my card?

Ask to speak to the shop manager in the first instance. Acceptance of the *HillingdonFirst* card is at the shop manager's discretion.

Will I need a proof of ID to show that the card belongs to me when buying goods or services?

No, just show your *HillingdonFirst* card.

Can I use the card to make an online purchase from a participating store?

No, you will need to show your card in store.

Do I have to pay for my *HillingdonFirst* card?

No, membership is free for all Hillingdon residents.

Who will get the card?

HillingdonFirst is being sent to residents over 18 years old.

I am a new resident how do I get a card?

Please go online to www.hillingdon.gov.uk/hillingdonfirst to register for a new card. If you do not have access to the internet please call 01895 556677.

Will my personal information be on the card?

We will only store and print your name and card number. No address or financial information will be stored or printed on the card.

Is my *HillingdonFirst* card secure?

Yes. The *HillingdonFirst* card does not contain personal details and does not allow anyone to access money by using it.