

Summer Holiday 2026 - Frequently Asked Questions

What is the Summer Holiday iCard and how much does it cost?

The Summer Holiday iCard is £12.00 for the entire summer holiday programme.

What is a Holiday Concession iCard?

This is available for anyone who is on benefit related free school meals and will give you all the same activities as the Summer Holiday iCard for FREE but with the addition of the camps which need to be booked through the site called EEQU

When are the Summer Holiday and Holiday Concession Icard valid from until

Both iCards are valid to use in the centres between Monday 20 July – Friday 28 August 2026 only

The cards can be used to make bookings for activities ahead of these dates (see below to see specific book ahead times for all activities)

What is included in mySHi/HCi membership

- Use of the swimming pool at selected times
- Use of the Gym for 12 – 16 yrs olds at selected times
- Use of Racquet Sports at centres at selected times
- Junior Activities/ sessions at the Sports Centres and Parks

For programmes and information please visit [Summer Holiday Programme 2026 - Ipswich Fit](#)

What is EEQU

It is a separate system run by Suffolk County Council whereby anyone who is on benefit related free school meals has access to book our camps for free

Do I need to prove I am eligible to receive the Holiday concession iCard

Yes you will need to click on this link [Ipswich Fit – Concession Membership Evidence Upload - My Ipswich](#) and upload your proof and you will be notified either way if you have are eligible or not

What date can I purchase the Summer Holiday iCard/Holiday concession iCard?

You can purchase your iCard from 22nd June 2026.

What age do I have to be to have a Summer Holiday iCard

You need to be aged 0-16yrs in the Summer Holidays – meaning you must not turn 17 before the 1 September 2026.

What is included in my Summer Holiday iCard once I purchase

All our centre activities including swimming and racquet sports and all our park activities

What is included in my Holiday Concession iCard

All our centre activities including swimming and racquet sports and all our park activities

What is not included in both the Summer Holiday iCard and holiday concession iCard

All the camps through Ipswich Fit – Holiday Concession iCards can get these FREE through EEQU site
Swimming Crash Courses
Distance Event
Try Scuba Dive

Can my child use the Gym?

12–16-year-olds can use the gym at selected times. An induction is required if this is their first time using our gym. A parental consent form must be filled in online once the induction is booked. Or the form can be picked up at one of our Sports Centres.

Do I need to book activities in the centres?

All activities **need to be pre-booked** online ahead of the activity if you turn up to a session without booking you may be turned away

Please note that Swimming is not bookable – just turn up at the pool

When can I book activities in the centres?

Bookings for Centre activities will be available from Monday 13 July 7 days ahead of your activity.

Will I have to queue to go swimming if its not bookable

Yes, the likelihood is that you will have to queue, but we operate a fair entry system between 9.00 and 6.00pm whereby we issue colour wrist bands which must be worn this will give a guaranteed amount of time in the pool which manages the capacity

When can I book the paid activities in the centres

These can all be booked from the 22nd June through this link [Welcome to myIpswichFit - Leisure Hub](#)

When can I book the camps

Holiday Concession iCard holders can book their camps from the 20 June through the EEQU site

Summer holiday iCards can book through [Welcome to myIpswichFit - Leisure Hub](#) from the 22 June

How do I book the Camps?

They are not included in the SHi

Children who are NOT eligible for FREE camps will need to purchase a booking card or a summer holiday iCard from us if you don't already have one [Ipswich Fit Memberships - Ipswich Fit](#), where you can purchase the Camps from £20.00 online at myIpswichFit.

Camps must be booked through the EEQU site if you have a Holiday Concession iCard.

Existing DD customers will receive a 25% discount off these prices for Camps.

Whats included in the camps

The camps all include a healthy lunch

What do I need to bring to a camp

Suitable clothing for inside and outside (weather dependant)

Snack

Water bottle

Sun cream (weather dependant)

Towel and swimsuit (swim camp only)

How can I book a Dance Camp?

If you are not entitled to this camp for FREE then these need to be booked and paid for directly with Ipswich School of Dance, Bond Street, Ipswich.

My child is new to Ipswich Fit. How do I register them for myIpswichFit?

If they don't currently have an iCard with us, you can register online.

It's simple to do – all you need is add their personal details including an email address. An adult can set themselves up with an iCard and add any children onto their account by linking them. This way only one email address is required.

What if my child is already a member but has no online account?

Go to myIpswichFit > Our services > Book online > 'I'm an icard holder but I need to create an online account'

My child is an existing Direct Debit Customer, what do I need to do??

You do not need to do anything. All Direct Debit customers will have their payments adjusted for August and September. You're existing iCard will be valid for the holidays and you use the same one.

How do I register with EEQU?

Here is the link to show you how to register and book with EEQU: **[How do I make a booking? | Eequ Help Center](#)**.

Our Ipswich Fit page is **[Search learning experiences](#)** · EEQU or search Ipswichfit

Do you have any activities in the Parks?

We have Jumpers 4 Goalposts in the Parks and Tennis in parks around Ipswich

How do I book Park activities

Jumpers for Goalposts are not bookable sessions and children can just 'turn up and play'.

Tennis will require booking through [Welcome to myIpswichFit - Leisure Hub](#) and the parks and other venues sites

When can I book Park activities

The tennis bookings open on the 22 June

How do I cancel a booking if my child cannot attend?

If you need to cancel, you must give **more than 24 hours' notice** via the [Manage Your Booking](#) page. Cancellations made with less than 24 hours' notice will generally not be refunded.

What will happen if I miss a session without cancelling

Missing an activity without a valid reason “No Show” will result in an email being sent out and informing you of that missed session

What will happen if I miss 2 sessions without cancelling

Missing an activity without a valid reason “No Show” twice may result in you receiving a 2nd email and as a result your iCard may end up being suspended.

I'm trying to register for mylpswichFit as an existing iCard holder, but it doesn't recognise my details. How do I solve this?

To register for mylpswichFit as an existing iCard holder you will need your iCard number and your Date of Birth. If you don't have your iCard number, or the system does not recognise the details you're inputting, please contact us here – www.ipswichfit.co.uk/contact-us – a member of our team will then assist you.

When/How do I collect my iCard?

Upon the customer's first visit to one of our Centres, they can collect an iCard from reception. All iCard holders must have photos taken at reception - refusal of this will mean the child is unable to access the Summer Holiday iCard. Under 13's should be accompanied by an adult when collecting their iCard

Can I cancel sessions that I've booked on mylpswichFit?

Activity cancellations should be made with at least 24 hours' notice. Cancellations can be done online through mylpswichFit you just need to log in and go to 'Manage my Bookings' then cancel your activity. If you have paid for the activity, you will need to instead complete a 'Cancellation and Refund Request' form which can be found on the Ipswich Fit website under 'Manage Your Booking' (<https://www.ipswichfit.co.uk/manage-your-booking/>)