



THE LENSBRURY

# Membership Rules

The Lensbury is owned by Lensbury Limited ('the Proprietor'). The day to day running of the Club is managed by the Managing Director, who shall be appointed by the Proprietor.

## 1. NAME

The name of the club is The Lensbury, 'the Club'.

## 2. VISION

The Club is formed to provide and encourage sporting, recreational, social and residential facilities for members, to create a community that is as welcoming and memorable for a day, a night or a lifetime.

## 3. TERMS AND CONDITIONS OF MEMBERSHIP

Each member is entitled to use and enjoy the premises and facilities on such terms and conditions as are contained in these rules. No member shall be under any financial liability except for payment of subscriptions and any tariff charges. No member shall gain any proprietary right in the club premises, fixtures, fittings, or chattels or in any Club property, by virtue of membership.

## 4. MEMBERSHIP CATEGORIES AND TYPES

There shall be the following categories of membership, but these may be added to or reduced as the Proprietor may from time to time decide:

- **Individual Membership** - which shall be open to all persons over the age of 18 years.
- **Couple Membership** - which is open to married and civil partnerships, resident at the same address, at the Proprietor's discretion.
- **Baby Membership** - which shall be open to children under 12 months of age of a parent who is a member.
- **Toddler Membership** - which shall be open to children aged from 1 to 4 years of a parent who is a member.
- **Child Membership** - which shall be open to children aged from 5 to 12 years of a parent who is a member.
- **Junior Membership** - which shall be open to children aged from 13 to 15 years of a parent who is a member.
- **Youth Membership** - which shall be open to children aged from 16 to 20 years of a parent who is a member.
- **Young Adult Membership** - which shall be open to young adults aged from 18 to 25 years.
- **Nanny Membership** - which shall be open to bona fide nannies of current members.
- **Corporate Membership** - which shall be open to a minimum of 6 people, aged 18 years and over, employed by the same company.
- **Shell Memberships (closed)** - which are legacy membership types.

There shall be the following access types of membership, but these may be added to or reduced as the Proprietor may from time to time decide.

- **Peak Membership** - usage is permitted throughout all opening times.
- **Off Peak Membership (closed)** - usage is permitted Monday to Friday (6am-5.30pm).
- **Weekday Plus Membership (closed)** - usage is permitted at all times Monday to Friday and after 5.30pm on Saturdays, Sundays and Bank Holidays.
- **Shell Occasional Membership (closed)** - usage is restricted to 12 visits per calendar year.

Any changes in member's circumstances must be given in writing to the membership department for approval by the General Manager.

Members may temporarily freeze their memberships; please refer to the membership department for further details.

## 5. MEMBERSHIP FEES/ CHARGES

a) The Proprietor will determine the fees for the use of all facilities and services that are included in the membership subscription and any additional charges that are not.

b) The Proprietor will give at least one month notice of changes to fees in writing on the members' notice board at Members' Reception.

c) Members who do not wish to accept any increase in fees may cancel their membership by giving written notice in accordance with Paragraph 8. The member giving notice must continue to pay subscriptions at the pre-increase rate until the end of such notice period. The Proprietor will refund any subscription that has been paid by a member for any period after the expiry notice.

d) It is an overriding obligation of Membership to pay all fees and other charges when they fall due. Fees must be paid in advance by Direct Debit. All additional charges are to be pre-paid in such a manner as the Proprietor indicates.

e) No member shall be entitled to exercise the benefits and privileges of Membership during any period when his or her fees are in arrears.

f) Failure to pay fees and charges may result in the termination of membership.

## 6. APPLICATION FOR MEMBERSHIP

It is the responsibility of the Member to ensure that correct contact details are maintained with the Club



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including address, telephone number and email address.

### 7. MEMBERSHIP CARDS/ACCESS

a) Membership cards, with photo, will be issued to all members and must be produced per member to gain entry to the Club, to Lockside and to make purchases from the Dunar Members' Lounge.

b) Failure to produce a membership card on 3 occasions will result in refused entry. Lost or replacement cards will be charged for.

c) Membership cards are not transferable. Any card used by a person other than the member is a serious breach of Club Rules and membership may be forfeited.

d) Members must enter and leave the Club via Members' Reception unless advised otherwise.

e) Frozen members may not enter or use the Club facilities.

f) No pet or other animal may be brought onto the premises except for assistance or service dogs.

### 8. TERMINATION OF MEMBERSHIP

a) A member may terminate their membership with one clear calendar months' notice in writing, addressed to the General Manager or Membership Department.

b) Joining fees are non-refundable.

c) There is a 14-day cancellation period; a member will be refunded their joining fee but not their initial monthly fee.

d) The Proprietor may terminate membership in the following circumstances:

- The member commits a serious or repeated breach of these rules as deemed by the Proprietor
- If any part of the membership fee or subscription remains unpaid for 30 days after its due date for payment
- If, in the opinion of the Proprietor, the conduct of the member is deemed inappropriate
- Any other issue deemed not in the interests of the Club as per the Proprietor

e) The Proprietor reserves the right at any time to refuse admission to any member or guest or to suspend a member forthwith if their conduct on the property warrants immediate exclusion.

### 9. BAR

For the purposes of these rules, a bar is a place exclusively or mainly used for the sale and consumption of alcohol. The ability to pass through may be permitted where there is no other convenient means of access.

a) Children under the age of 9 may not enter the bar.

b) Children aged 9-15 years are not permitted in the bar, unless accompanied by an adult.

c) Children aged 16-17 years may purchase a soft drink. They may consume beer, wine or cider with a table meal, if they are accompanied at the meal by a person aged 18 years or over.

### 10. CAR PARKING

a) All vehicles must park in designated parking spaces only. Cars parked in violation of this rule may be subject to clamping and a release fee.

b) Parking is only provided for the use of the Lensbury facilities for members, hotel guests and conference delegates, and is not permitted overnight unless resident in the hotel.

c) Members do not have a prior right to park their vehicles on the property. The Proprietor or their agent may direct Members to use alternative parking areas or use public spaces.

d) All cars entering the club must be driven in accordance with the laws which apply on the public highway and adhere to the Club's traffic signs.

e) The Proprietor has the right to require Members to provide their vehicle details, including their registration number.

### 11. CHILD/JUNIOR/YOUTH SUPERVISION

a) Children aged 8 years and under must be directly supervised on the Club premises by an adult member. Children aged 8 years and above must use their sex specific changing rooms. For further details please refer to the Club's changing room policy.

b) Children aged 9-13 years must be accompanied by an adult member on arrival and departure on the Club premises. The adult member will be responsible for the child's conduct and must remain on the premises with the child.

c) A junior or youth member aged 14 to 17 years is the responsibility of their parent or guardian whilst on the Club premises.

### 12. CONDUCT

a) Members must show consideration to other persons (members, hotel residents, conference delegates and staff) on the premises; profane, discriminatory, or abusive language and/or behaviour will not be tolerated.

b) Members and guests participating in any activity in the premises must wear appropriate clothing and footwear as indicated by the Proprietor and detailed in the sport specific policies.



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c) Members must comply with all health and safety signage.

d) Smoking and the use of vapes is not permitted indoors.

### 13. CO-WORKING

a) Co-working may only take place in the designated co-working spaces.

b) Co-working may not take place in the Members' Lounge.

c) Business meetings may only be conducted in privately hired rooms.

### 14. ELECTRONIC DEVICES

Electronic devices (laptops/iPads) may not be used in the Conservatory. Exceptions may be permitted for the benefit of children in the Family Dining Area, whilst being considerate towards others.

### 15. FACILITIES

The Proprietor reserves the right to pre-book courts or other facilities for associated organisations, conference centre delegates or hotel residents.

### 16. FOOD & BEVERAGE

Only food and drink purchased on the premises can be consumed on the premises.

### 17. GUESTS

a) All guests must be signed in at Members' Reception, prior to entering the Club with the guest fee paid, as applicable.

b) A guest will only be admitted in the presence of the accompanying member.

c) Guests must be accompanied at all times by the member, including when using the Club's facilities, unless the guest is resident or prior permission has been obtained by the General Manager.

d) Access to the Club outside normal membership category times will only be permitted as a guest.

e) The following may not be admitted as guests:

- Former members whose membership has been terminated by the Club.
- Persons who, having applied for membership, have been rejected.

f) Guest entitlement:

- There is no guest entitlement for members aged 12 years and under.
- Members aged 13-17 years may bring in 1 guest (13+ years) at any one time.
- Members aged 18+ years may only bring in a maximum of 3 guests at any one time unless prior approval has been granted by the General Manager.

g) No guest may be introduced to the Club on more than a total of 12 occasions in any one year, irrespective of which member introduces them.

h) Introducing members are responsible for their guests and their adherence to the Club Rules.

i) Adult members take full responsibility for all guests signed in by family members under the age of 18 years, whether on or off-site.

j) Guest passes are only valid on the date of issue, for one day only. Passes are non-transferable. No remittance is permitted. Presentation of the Pass may be required at any time around the Club.

k) Non-members, unaccompanied by members, may enter the Club in the following circumstances without paying a guest fee:

- Hotel guest
- Conference or Event delegate
- Spa client
- Attendance at a social event
- Participation in a sports fixture

### 18. GUEST TYPES

There are two types of guests: Activity and Social.

a) Activity Guest

- Can access all activities and facilities of the Club when using a complimentary Activity Pass or a Paid for Activity Pass.
- Guest access to activities and facilities is subject to availability. Fitness classes cannot be booked in advance.

b) Social Guest

- Can only access the bar, restaurant, members' lounge, and Club grounds when using a Social Pass. Access is only permitted after midday on Saturdays, Sundays, and Bank Holidays.
- Social Passes are complimentary.

### 19. GYM

a) Children under the age of 13 years may not enter the gym, except for supervised classes with an instructor.

b) Juniors aged 13-15 years wishing to use the gym, must complete a junior induction. Once completed they can use the gym floor unsupervised at the allocated times; outside these times, they must be supervised by a parent or guardian.

### 20. LIABILITY

a) Neither The Lensbury Ltd, nor any of its employees will accept responsibility for any loss, damage or theft sustained by whatever means or circumstances.

b) Due to the proximity of The Lensbury's grounds to the River Thames and The Lensbury's own pond,



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open and deep water are accessible to all guests during their stay. The Lensbury does not permit swimming or fishing in any of these areas. The Lensbury does not assume liability or responsibility for accidents occurring within either the pond or the river.

### **21. PHOTOGRAPHY & FILMING**

a) No photographs or videos may be taken for public use on any part of the Club site, without the express permission of the General Manager.

b) Permission must be sought ahead of any photos or videos being taken.

c) No photographs or videos of any children under 18 years may be taken, other than of your own.

d) No photographs or videos may be taken in any changing area, pool, sauna, steam room, spa, toilet, children's playground, soft play, crèche, or junior activity.

e) If another member makes a complaint to The Lensbury regarding any photos or videos taken on the premises, you may be asked to share the images and delete them, as applicable.

f) The Lensbury reserves the right to use all photographs or videos for marketing purposes; you will be notified if any photography or filming is to take place. The use of this imagery is implied unless the Club is advised otherwise.

### **22. RULES**

a) It shall be the responsibility of every member to be familiar with and abide by the Rules of the Club.

b) The Proprietor reserves the right to add, repeal or amend these Rules at any time and will provide written notice on the Club notice board.

c) The Proprietor shall be the sole authority for the interpretation of these Rules.

### **23. CLOSURE**

The Proprietor may at any time close the Club or individual facilities for such a length of time that the Proprietor sees fit, save that in the event of the Proprietor determining to dissolve the Club, the Proprietor shall give at least three months' notice thereof to the Members. At the expiration of this notice all memberships shall be terminated and the Members shall have no rights or claims against the Proprietor.