

The Lensbury - Membership Terms and Conditions

DEFINITIONS

You:	The lead member
Linked member:	Anyone who is linked to your membership
Your entire membership:	Your membership and the membership of your linked members
We and us:	The Lensbury
Your Club:	The Lensbury

1) Responsibilities of Lead and Linked Members

- a) All individuals who sign the membership application are jointly and individually responsible under this agreement.
- b) This means:
 1. Any signatory may act on behalf of all others regarding the membership, including cancellation.
 2. Each signatory is responsible for paying all applicable membership fees for themselves, other signatories, and linked members (adults or children).
 3. Each signatory is responsible for any additional charges incurred by themselves, other signatories, linked members, or guests for services not included in the membership category.
- c) This responsibility continues until:
 1. The linked member's relationship with the lead member changes or
 2. The linked member ends their membership
 3. All terms and conditions apply to you and your linked members unless otherwise stated.
- d) You and your linked members must comply with the club rules.

2) Payment Schedule:

- a) Prior to joining membership, you will have to pay a joining fee, and any pro-rata subscription fees as applicable from the day we accept your application, to the 1st day of the following month. If you join after the direct debit cutoff date (10 working days before the 1st of the next month), you will need to pay for the rest of the current month, as well as the whole of the next month.

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- b) Membership fees are payable by direct debit on the first working day of each month. If payment is not successfully collected on that date, a second attempt will be made once the payment has been rejected.
- c) An active direct debit mandate must be maintained throughout the entire duration of your membership, including any applicable notice period prior to cancellation.
- d) As the lead member, you are fully responsible for ensuring that all membership fees are paid on time. Any missed payments, including any future payments that are due as part of your contract (for example any payments you owe for a notice period) may be referred to an external collection agency, and will be subject to an administrative fee as determined by that agency.

3) Notice

- a) Membership is calculated in full calendar months.
 - i) If notice is received during a month, it is treated as received on the first day of the following month. *For example, notice given on 19 February is treated as received on 1 March, ending membership on 31 March (direct debit must be paid on 1 March).*
 - ii) If notice is received on or before the 5th of a month, it is treated as received on the 1st of that same month. *For example, notice received on 2 June is treated as received on 1 June, ending membership on 30 June.*
 - iii) No exceptions apply.
- b) 1 calendar months' notice is required to end Flexible Membership packages. If you wish to give notice to end your 12-month Membership Package, you may do so, on completion of the 12 months, by giving one calendar months' notice before the end of the 11-month.
- c) Notice must be in writing and addressed to the Membership Department. Email is accepted at (membership@lensbury.com). Verbal cancellations are not accepted.
- d) Notice is only effective once received. We recommend obtaining proof of receipt:
 - i) Send by recorded delivery.
 - ii) Request a receipt if handed in at the club.
 - iii) Request a delivery receipt if sent by email.
- e) We will confirm receipt of your notice within 5 days. If you do not receive confirmation, please contact the membership team immediately.

- f) If we need to give notice to you, it will be effective if we send it to the contact details that we have on record for you. If we give notice during a month, our notice period will run from the first day of the following month.
- g) A 14-day cancellation period applies.
 - i) If you cancel within this period, any joining fee paid will be refunded; however, pro rata membership fees already paid will not be refunded.
 - ii) If you joined the Club during a promotional offer which did not require membership fees, you will be charged pro-rata membership fees at the equivalent flexible membership package rate. These will be deducted from your joining fees, prior to any refund taking place.

4) Early Termination

To support your request for early termination outside of the stated notice periods, you must provide appropriate documentation, such as:

- a) Doctors/specialist letter
- b) Redundancy/termination letter from your employer
- c) Official documentation of bankruptcy or insolvency proceedings
- d) Utility/council tax bill or mortgage/tenancy agreement showing your new address in full. Bank statements are not accepted as proof of address.
- e) Any relevant documents to support your claim, i.e. legal documents, or other evidence deemed appropriate by the manager
- f) All documents must be dated within the last 90 days
- g) The club reserves the right to request additional information if necessary

5) Membership Categories and Access Types

All membership categories and access types are listed within the Club Rules.

6) Membership Packages – 12-Month Membership and Flexible Membership

a) 12-Month Membership Package

- i) Begins on the date we accept your application.
- ii) The 12-month period starts from 1st of the month after your application.
- iii) Runs for 12 full calendar months and will automatically transfer to the flexible package rate from the 13th month, unless you wish to recommit to a further 12 months.
- iv) To cancel your membership at the end of the 12-month package and after you have transferred on to the flexible package rate, one calendar months' notice in writing is required – see 'Notice'.

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- v) Requests to recommit to a further 12-month package require a calendar months' notice before the end of the 11th month.
For example, if you join 15 March, your membership will begin immediately, with the 12-month commitment running from 1 April to 31 March (last direct debit will be taken 1 March). For 1 April your 12-month package will have already been transferred to a flexible package rate, and your direct debit on 1 April will be charged at a higher rate. To recommit to a new 12-month package at the prevailing rate, you will need to contact the membership department by end February (1 calendar months' notice) and sign a new agreement.
- vi) You are committed to paying for the full 12-month package, together with any initial pro-rata fees outstanding between the acceptance of your application and the start of the 12-month period, even if you cancel your direct debit early, unless we cancel your membership.
- vii) To end your membership at the end of the 12-month package, you must give at least one calendar months' notice. If received late, your membership will automatically continue for one month, at the prevailing flexible package rate.
For example, if your 12-month membership is due to finish 31 July (last direct debit will be taken 1 July), you need to give notice, in writing, to the membership department by 30 June. If you only give notice on 10 July, you will be transferred to the flexible package rate and will be required to pay the direct debit on 1 August on the prevailing rate.
- viii) If you wish to add family to your membership, you must recommit to a further 12 months or add family at the current flexible rate until your own 12-month package comes to an end.
- ix) Membership pro rata and Joining Fees do not form part of the 12-month agreement and will need to be settled ahead of the 12-month agreement starting.
- x) No further joining fee will be charged to members re-contracting for another 12-months.

b) Flexible Membership Package

- i) Begins on the date we accept your application.
- ii) Runs for a minimum of one full calendar month, starting from the 1st month after your application, and continues indefinitely until we receive your notice.
For example, if you join 15 April, your membership will begin immediately, with the one full calendar month starting 1 May – 31st May (first direct debit will be taken 1 May).
- iii) You may not cancel your membership until a full calendar month has been completed. If you wish to cancel it, one calendar months' notice in writing is required – see 'Notice'.
- iv) You may transfer to a 12-month membership package at any time, subject to giving one calendar months' notice and signing the membership application form.
- v) You are committed to paying for a minimum of one full calendar month, together with any initial pro-rata fees outstanding between the

acceptance of your application and the start of the calendar month, even if you cancel your direct debit early, unless:

- (1) You switch to a 12-month membership package
 - (2) We cancel your membership
- i) If you wish to add family to your membership, you must recommit to another one full calendar month.
 - ii) Membership pro rata and joining fees do not form part of the one full calendar month's agreement and will need to be settled ahead of the flexible membership package starting.
 - iii) No further joining fee will be charged to the member re-contracting for one full calendar month.

7) Frozen Membership

- i) Applications for frozen membership must be made in writing to membership, with at least one full calendar months' notice.
- ii) Runs for a minimum of 3 full calendar months, starting from the 1st month after your application, and continues for a maximum of 6 full calendar months.
- iii) Membership may only be frozen for a maximum of 6 months in a calendar year.
- iv) At the end of the 6-month period, active membership will resume at the prevailing flexible package rate of the previous membership category; changes to the reactivation date or the membership category may be requested, in writing, at least 14 working days in advance.
- v) No further joining fee will be charged to the member returning to active membership.
- vi) Couple memberships: if one partner wishes to freeze their membership, the other partner will be transferred to the individual flexible package rate for the duration of the freeze period.
- vii) Frozen members do not enjoy the same rights as active members – Club rules apply.
- viii) Members on a 12-month membership package are not entitled to freeze their membership at any point during the 12-month period.

8) Annual Increases to Membership Fees

- a) All membership fees are reviewed annually in line with inflation.
- b) The Lensbury reserves the right to increase 12-month membership package fees in April (starting 2027) each year to:
 - i) 1% above the rate of inflation, or
 - ii) 3%, whichever is higher.

"Inflation" refers to the Retail Prices Index (RPI), as published by the Office for National Statistics.

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- c) The Lensbury reserves the right to increase flexible membership package fees in April (starting 2027) in line with business needs.
- d) You can end your membership at any time if we give you notice of an increase in your membership fee of more than the amount stated.
- e) We will give you at least one month's notice of all membership fee increases. You will be notified in writing, and a notice will be posted on the Club Members' Noticeboard.

Lead Member Signature:

Date:

Lead Member Name:

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