

## CHEWTON GLEN SPA & COUNTRY CLUB TERMS AND CONDITIONS

### SPA MEMBERSHIP

**1. PERIOD OF MEMBERSHIP:**

Country Club Membership is a term of 12 months. Membership cannot be cancelled part way through the year and is non-transferable.

\*The Flex and Fit Membership is a continual subscription with a minimum term of 12 months. Following the initial 12 months, the membership will automatically renew and continue as a rolling membership.

**2. MEMBERS BENEFITS:**

- A.Complimentary use of the spa amenities and fitness classes.
- B.Complimentary robe and towels to be used on site
- C.Complimentary locker key fob.
- D.Exclusive members-only social events and clubs.
- E.Complimentary 30 minute gym induction upon joining

**3. MEMBERSHIP CARD AND LOCKER KEYS:**

Upon joining you will receive a membership card which will allow you access to the Spa, please scan your card on arrival at Spa reception. Your key fob operates your lockers and is yours throughout the term of your membership. Replacement keys are charged at £15.

**4. MEMBERS GUESTS:**

A.SPA: Spa Membership includes 7 complimentary passes for the current membership year only, guest pass bookings are subject to availability and must be booked in advance. Additional guests are charged at £50 per guest.

Members are responsible for their guest's safety and good conduct and must sign in guests in advance at Spa reception. No member should introduce any guest who has been rejected as a member or has had their Membership revoked

Guest passes cannot be rolled over to the next membership year upon renewal, nor can they be used once membership expires.

•Flex and Fit may must only use their guest passes pro rata throughout their membership year.

B.Day passes include our tennis facilities and golf course. Before commencing play, members must sign in at Spa reception and obtain a golf score card if applicable, which details course regulations and points of safety.

**5. OVERNIGHT STAY:**

Spa Membership holders are given the option to exchange 6 of their 7 guest passes for an overnight stay with dinner, bed and breakfast at Chewton Glen. This stay is valid Sunday to Thursday, excluding school holidays, busy periods and includes a Croquet Lawn room or Junior Suite.

Members whom have a double membership cannot combine room nights in order to upgrade their room category.

A supplement will be chargeable for a prearranged upgrade.

Included in the complimentary dinner is an allowance of £75 per person (maximum of 2 guests), excluding alcoholic beverages.

Complimentary Overnight Stays must be used within the membership year and is valid only 1x per year upon the request to exchange guest passes. Overnight stays cannot be rolled over to the next membership year upon renewal, nor can they be used once membership expires.

\*Overnight stay option is only applicable after 12 months of consecutive membership for Flex and Fit members.

**6. CHILDREN:**

Any person under the age of 17 may not use the Club or become a Spa member. With the exception of members' children aged between the ages of six and sixteen who are permitted to use the tennis courts. A member or resident coach must accompany them. Guest pass applies.

**7. ADMISSION AND CONDUCT:**

The Company reserves the right of admission to the Club and may expel any Member (or guest) whose conduct is such as shall in its opinion be injurious to the character of the Club or the interests of its Members.

A.The Company in its absolute discretion and without ascribing any reasons therefore may terminate the Membership of any Member, refunding that unexpired portion of their current subscription. In the event of a serious or repeated breach of the Club Rules no refund will be made. The Company may refuse to renew the Membership of any member without giving any reasons therefore.

B.To ensure that the swimming pool and surrounding area are kept peaceful and quiet, there shall be no jumping, diving, or splashing in the pool. Mobile telephones are not to be used anywhere within the Spa or Tennis Centre, with the exception of the Pool Bar.

**8. LIABILITY:**

The Management of the Club shall not be responsible or liable for any loss or damage to property whatsoever or any bodily injury, death or illness of any Member and/or guest, howsoever caused, sustained or incurred arising out of or in any way connected with the use, whether proper or otherwise, of any of the equipment and/or facilities of the Club.

A.The Company will not be responsible for the death, injury, illness and/or mental impairment of any members caused and/or aggravated by any prior injury or illness of the Nominee whether known or unknown through the use of the facilities.

**9. MISSED PAYMENTS:**

If the direct debit payment should fail we will contact you directly. From this point you will have 5 working days to make the missed payment directly to the spa reception. If this is to happen for 2 months consecutively then we will presume you wish to terminate your membership. If you wish to re-join as a member of the club after your direct debit payments have failed twice you will not be able to re-join as a direct debit member, only as an annual paying member and the joining fee will be applicable when you re-join.

**10. CANCELLATION:**

After the 12 month term, the membership will be up for renewal. You may choose not to renew, but should you choose to re-join within 1 year of non-renewal, the joining fee will be waived, however you will be inclined to pay our new membership rate should your renewal lapse by a month. The joining fee can only be waived once throughout your membership life.

Flex and Fit members - After the initial 12 month period the membership can be cancelled with the provision of a 2 months' notice period. If notice of cancellation is not received at the end of the 12 month period, the membership will continue.

**11. MEMBERSHIP SUSPENSION:**

Members may request in writing to suspend their membership due to a personal medical reason for a minimum period of 3 months. Written documentation from a qualified Doctor or Consultant will be required to be provided in advance of the period of time the membership will be suspended for. Failure to provide this documentation will result in the membership not being placed on hold and no loss of access will be added to the members current period of Membership.

**12. SAFETY & HYGIENE:**

For reasons of hygiene and safety all Members and their guests should take note of the following.

A.No alcohol to be consumed before exercising or using the steam room and sauna.

B.A medical PAR Q form must be completed on joining, should any aspect of your health change during your membership, it is your responsibility to inform the spa team and update your record.

C.Heat experiences are not to be used if you are pregnant.

D.A gym induction appointment is completed by the Member and a trained member of the Fitness team prior to use of the gymnasium equipment (Members may supervise their guests).

E.Shower before and after using the Swimming Pool, Spa Pool, Sauna and Steam Room (please note that shaving is not allowed in these areas or the showers).

F.Only consume food and drink purchased in the Pool Bar Lounge. Beverages consumed in areas outside of the Pool Bar must be kept in plastic containers.

G.Clothing, swimwear or towels must not be dried in the Sauna.

H.No smoking in any area of the Spa or Tennis Centre.

I.If undergoing medication or have any ongoing medical or physical condition, please consult your doctor before using any of the facilities.

J.Please use overshoes to cover outdoor footwear by the swimming pool and hydrotherapy pool (these are available from dispensers outside of the pool entrances).

K.First aid boxes are located beside the Hydrotherapy pool, Gymnasium, in the pool bar and at the Tennis Centre.

L.A defibrillator is located in the gymnasium, tennis centre and hotel reception.

M.On hearing the fire alarm members should immediately make their way to the nearest fire exit. Do not re-enter the building until told it is safe to do so.

- 13. DRESS:**  
Correct attire must be worn for your chosen activity. There is no formal dress code in the Pool Bar, therefore robes and slippers may be worn.
- 14. OPENING TIMES:**  
The spa is open from 6.30am until 10pm Monday to Friday and 6.30am until 9pm Saturday to Sunday. The spa must be vacated by the advertised closing time. On Public Holidays these may be subject to change. Any changes will be displayed on the member's page on Chewton Glen website.
- 15. PAYMENT:**  
Please pay for any charges incurred before leaving the Spa.
- 16. DISPUTES:**  
In the event of any dispute arising out of the interpretation of these rules the decision of the Company shall be final.
- 17. MAINTENANCE:**  
All Spa Facilities are maintained throughout the year, it may be necessary to close the facilities for a period to allow more thorough maintenance and cleaning to take place. Members will be notified in advance of any such closure.
- 18. MISSED APPOINTMENTS:**  
Beauty treatments, therapies, chargeable social events, personal training and tennis court hire will be charged if cancelled with less than 24 hours' notice. We will always endeavour to re-sell cancelled appointments.
- 19. CLASSES:**  
Classes can be booked 7 days in advance either online or directly through the spa reception. If you cannot attend a spa class, we require minimum of 2 hours' notice of your cancellation. If you fail to attend a class without notification of your absence, then this will be recorded as a non-arrival on your account. We will contact you via email to remind you of our cancellation policy, if you then fail to arrive to classes a further two times (three times total) then you will be suspended from booking classes for two weeks.
- 20. LOST PROPERTY:**  
Member's belongings are their responsibility and remain so at all times, even if left behind. Lost property found by staff members will be kept for a maximum of two months before being disposed of.
- 21. TENNIS COURT RESERVATIONS:**  
Members may reserve the courts up to and including one month in advance. Long term 'regular' bookings are not guaranteed, and a system of court allocation may be necessary in peak months.
- 22. COURT LIGHTS AND SECURITY**  
Members are requested to switch off lights and close the door after play.
- 23. TENNIS BALLS**  
Members are welcome to use the coaching tennis balls located at courtside but are requested to return them to the baskets after use. These balls may also be used on the outside courts.
- 24. GOLF COURSE CLOSURE**  
The course may be closed from time to time due to bad weather or maintenance work and it is therefore important that all players check availability with the Spa Reception before arranging to play. There will be no play before 10am or until any morning frost has cleared.

**25. DOGS:**

No dogs are allowed in the Spa, Golf course or Tennis courts. Dogs are permitted outside The Kitchen restaurant and in our Treehouses.

**26. CARS:**

All cars and their contents are left entirely at the owner's risk.

**27. NOTICE:**

The Company at its discretion may vary these rules from time to time and these changes will be posted onto the members' area online.

You will be able to enjoy the following benefits at Chewton Glen:

A choice of either:

- 7 guest passes to be used in each membership year
- Voucher for dinner, bed and breakfast for two guests at Chewton Glen worth £935 in either a Croquet Lawn Room or a Junior Suite.\* Overnight stay option is only applicable after 12 months of consecutive membership for Flex and Fit members.

Plus:

- 10% discount on all food and beverage items in the Spa and Hotel
- Complimentary room hire when booking a private dining event
- 10% discount on spa treatments. Please note, this is not available as a voucher
- 10% discount on special events and cookery classes
- 10% discount on items purchased in the hotel boutique and spa shop
- 10% off food and beverage across all of our iconic properties
- 10% off room only rate with breakfast and a bottle of Champagne\* across all of our iconic properties
- Celebration vouchers for two glasses of champagne and a box of handmade chocolates
- Annual Christmas cocktail party
- Access to members' social calendar
- Special accommodation rate from £250 including breakfast available Sunday to Thursday, from 2nd January to 31st March (excluding Valentine's day, school holiday periods and Easter.)
- Complimentary private dining room hire of the following rooms: Club Room • Wine Room • Oak End • Summer House • Garden Room • Lake Suite Available Monday - Thursday (minimum numbers apply)

**28. TERMS AND CONDITIONS**

1. Tables must be booked in advance for all meals and light refreshments
2. With the exception of wedding parties, discounts are valid seven days a week unless otherwise stated
3. Spa treatments must be booked in advance
4. Membership cards must be presented to qualify for members discounts
5. Discounts not applicable to any seasonal promotions, special offers or accommodation rates
6. Discounts not applicable on the purchase price of gift vouchers
7. Celebration vouchers redeemable when dining in The Dining Room for lunch, afternoon tea or dinner
8. Membership available to guests aged 18 and over