

CHEWTON GLEN
THE SPA

CHEWTON GLEN SPA & COUNTRY CLUB
TERMS AND CONDITIONS

Spa Membership

1. PERIOD OF MEMBERSHIP

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

Country Club Monthly 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. Access to the Members' social calendar
- D. Complimentary 30-minute gym induction upon joining
- E. 12 guest passes, valid within the Membership year
- F. Celebration vouchers for two glasses of Champagne and a box of handmade chocolates
- G. 50% reduction on nail treatments, Sunday – Thursday
- H. 30-minute skin consultation with our highly skilled head therapist
- I. Complimentary annual Christmas cocktail party
- J. 10% reduction on items purchased in the hotel and spa boutique
- K. 10% reduction on spa treatments
- L. 10% reduction on food and beverage items in the Spa and Hotel
- M. 10% reduction on spa treatments
- N. 10% reduction on special events
- O. Complimentary room hire when booking a private dining event
- P. Access to tennis and pickleball courts
- Q. 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*).
- R. Complimentary private dining room hire of the following rooms: Club Room, Wine Room, Oak End, Summer House, Garden Room, Lake Suite - available Monday to Thursday (*minimum numbers apply*)

ICONIC MEMBERSHIP BENEFITS†

Available across all UK-based Iconic Luxury Hotels properties*

- 10% reduction on food and beverage
- 10% reduction on hotel room, with breakfast and a bottle of Champagne
- 10% reduction on Spa treatments

* Chewton Glen, Cliveden House, The Lygon Arms, The Chelsea Townhouse, The Mayfair Townhouse, and 11 Cadogan Gardens

† Benefits are valid only when the named member is present at the time of purchase or stay. Membership benefits are non-transferable and may not be used by friends, family, or third parties without the member in attendance.

Members may be required to present a valid membership card to redeem benefits. Discounts on accommodation are subject to availability and must be booked directly with the hotel (via official website or reservations team). Benefits may not apply to bookings made via third-party agents or online travel agencies. The room discount applies to standard rates only and cannot be combined with Promotional offers or Corporate rates. Upgrade requests are subject to availability and not guaranteed. Champagne inclusion is per stay.

Benefits may be excluded on selected dates, including but not limited to: Public holidays, Festive periods (e.g. Christmas, New Year), Special events or private functions.

Benefits do not apply to group bookings (e.g. multiple rooms or large party reservations), unless agreed in writing.

The hotel reserves the right to amend or withdraw benefits at any time without prior notice.

Benefits are valid only at participating UK properties and will not apply at international locations.

3. MEMBERSHIP CARD

Upon joining, you will receive a Membership card which will allow you access to the Spa. Please scan your card on arrival at the Spa reception.

4. MEMBERS' GUESTS

- A. SPA: Spa Membership includes 12 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 £55 per guest.
- B. Members are responsible for their guests' safety and good conduct. Members must sign in their 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.

Country Club Monthly Membership can only use their guest passes pro rata throughout their Membership year.

- C. 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. CHILDREN

Any person under the age of seventeen may not use the Club or become a Spa Member, with the exception of Members' children aged between six and sixteen years, who are permitted to use the tennis courts when accompanied by a Member or resident coach. A guest pass will apply in such cases. Hotel guests' children aged fourteen years and over are permitted to use the swimming facilities at any time, provided they are always accompanied and supervised by a responsible adult. Hotel guests' children aged thirteen years or younger are only allowed to use the swimming pool between 9-10.30am and 4-5.30pm.

6. 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 areas 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.

7. 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.

8. 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 happens for 2 consecutive months, then we will presume that 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.

9. 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, Membership can be cancelled with the provision of a 2-month notice period. If notice of cancellation is not received at the end of the 12-month period, the Membership will continue.

10. 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 Member's current period of Membership.

11. 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 health questionnaire 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, and 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.

12. 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.

13. 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 the Chewton Glen website.

14. PAYMENT

Please pay for any charges incurred before leaving the Spa.

15. DISPUTES

In the event of any dispute arising out of the interpretation of these rules, the decision of the Company shall be final.

16. 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.

17. 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.

18. 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 a 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 at classes a further two times (*three times total*), then you will be suspended from booking classes for two weeks.

19. LOST PROPERTY

Members' 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.

20. TENNIS FOOTWEAR

We recommend that players wear an indoor carpet tennis shoe, as it is a perfect match with this surface. Alternatively, shoes with a shallow, level tread are also suitable (*or well-worn tennis shoes*). Heavy, deep tread, or uneven tread is better suited to the outdoor courts.

Please ensure shoes are clean and free of debris to help maintain and protect the court surface.

21. 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.

22. 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.

23. COURT LIGHTS AND SECURITY

Members are requested to switch off lights and close the door after play.

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 at 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, on our grounds, in the Hotel Lounges and Bar, Ground floor croquet rooms 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.

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 are not applicable to any seasonal promotions, special offers or accommodation rates.
6. Discounts are not applicable on the purchase price of gift vouchers.
7. Celebration vouchers are redeemable when dining in The Dining Room for lunch, Afternoon Tea or dinner.
8. Membership is available to guests aged 18 and over.