

The Lakes Club Rules

MEMBERSHIP APPLICATION: All prospective members are invited to fill out an application at <https://thelakesbyyoo.com/the-lakes-club/apply-today/>.

By completing and submitting your application for membership, you agree to be bound by the subscription terms as set out on the membership form together with the Club Rules. The subscription terms prevail in the event of any conflict with this document. Applications are reviewed by our membership Committee and the successful candidates will be notified shortly after. The decision of the Membership Committee is final and without appeal. The election of Members shall be at the absolute discretion of the Membership Committee. Membership is for a minimum period of one year and renewable thereafter on an annual basis. If you are an existing member and would like to propose someone, please contact club@thelakesbyyoo.com.

MEMBERSHIP COSTS: The Club reserves the right to charge members a joining fee and an annual subscription. The right to amend or waive any such fees or subscriptions from time to time shall be at The Club's sole discretion.

PAYMENT: We require payment information to be submitted if a membership application is approved. We will confirm by email and the appropriate payment will be taken. Your membership will commence on the day you are informed that your application has been successful. If a membership application is approved, we will immediately take payment of the joining fee respective to the membership tier. This joining fee secures your membership and is non-refundable. The joining fee amount shall be fixed from time to time by the Company: and any amount so fixed shall continue in force until the Company decides on a variation. As a member, the annual subscription is paid in a single lump sum. By providing us with your payment details, you as a member accept and consent to being charged membership fees in the form requested by The Club upon

application being approved. Note, the membership applies for the period of the membership term (in the case of Standard Memberships being 1 year). We reserve the right to amend our membership fees at any time and will notify you in advance of any changes to the amount, date, or frequency of payment which may apply to any renewal term that we may offer to you. It is your responsibility to ensure that your payment information is up to date. We will make contact if any payment issues occur, however we may need to deactivate your membership until such issues are resolved.

MEMBERSHIP DATABASE: As a member of The Lakes Club, you agree that we can hold your personal details, including a photograph of you, to use in connection with your membership. If your details change, please ensure you update us either via email club@thelakesbyyoo.com or via your personal account on The Lakes Club app. We will use the personal information you provide us in connection with your membership, in accordance with our Privacy Policy.

MEMBERSHIP ACCESS: Access to The Club will be via The Lakes Club app. Details of how to download and set up the app will be provided to you by the Membership Team. Once you have access to The Lakes Club app, you will find your unique member code in your account on the app. You will need to scan this code to access and enter The Club. If your membership is cancelled, suspended or terminated your account will be deactivated, and you will no longer have access to The Club.

GUEST PASSES: Members are limited to a set number of guest passes in their first year of membership, depending on their membership tier. Members may bring a guest into The Club on a guest pass, on any day of the week. The guest pass allows for full use of The Club for that day. All guests visiting on a guest pass must be always accompanied by the Member. All guests are required to register at the front desk. A guest may use The Club through a guest pass a maximum of 2 times in a consecutive 12-month period. All guests must be a minimum of 18 years old. Members are responsible for ensuring their guests are aware of, and adhere to, The Club Rules.

HOSPITALITY: Outside of using the guest passes you may invite guests to join you for hospitality. Members are able to invite one guest to join them, before 3pm and up to 3 guests to join them after 3pm. However, such guest(s) will only be permitted access to the indoor and outdoor dining areas and not to any other area of The Club. Such guests must also be accompanied by the Member at all times and must also register at the front desk. All guests must be a minimum of 18 years old. Members are responsible for ensuring their guests are aware of, and adhere to, the Club Rules.

THE CLUB NEWS: To stay informed of upcoming events, useful information and, on rare occasions, Club closures, please review our regular updates via: <https://thelakesbyyoo.com/the-lakes-club/> and The Club app.

NEWSLETTER: If you do not receive our newsletter, and would like to, please email the Membership team club@thelakesbyyoo.com. We will always take appropriate technical and organisational security measures to protect the personal data that you submit to us against unauthorised/unlawful access or loss, destruction or damage.

CONFIDENTIALITY: All staff members of The Lakes Club are required to adhere to the strictest confidentiality standards and pledge to maintain all records and personal information concerning the members and their guests in the strictest confidence.

MEMBERSHIP ENQUIRIES: For all Membership enquiries, please contact the Membership team club@thelakesbyyoo.com. Membership office: The Lakes Club, Claydon Pike, Lechlade, GL7 3DT. Office opening hours: Monday to Friday 9am to 6pm. Front of House Telephone: 01367 254 260

THE CLUB RULES Membership requires adherence to accepted standards of conduct and these Club Rules to safeguard the use and enjoyment of The Club by its members and their guests.

GUESTS: Members are welcome to bring one guest to The Club before 3pm and up to three guests to The Club after 3pm. All guests are required

to register at the front desk. Please note that a member's guest is only permitted to join the member in the dining areas – both indoors and outdoors on the terrace. The guest is not permitted access to any other

Member area in The Club. Members are reminded to stay with their guests throughout their visit and must not leave guests unattended in The Club, around The Club, or at The Club after you leave. If the guest arrives before the Member, the guest will be asked to wait at Front of House for the Member to collect them. Members are responsible for ensuring their guests follow all Club Rules and policies and can face suspension or termination of their membership if their guests violate such rules or policies.

GUEST PASSES: Subject to availability of guest passes as part of your membership tier, Members are welcome to bring one guest on a Guest Pass per day. The Guest Pass allows for full use of The Club for that day. All guests visiting on a Guest Pass must be always accompanied by the Member. All guests are required to register at the front desk. A guest may use The Club through a Guest Pass a maximum of 2 times in a consecutive 12-month period. Members are responsible for ensuring their guests are aware of, and adhere to, The Club Rules.

AGE LIMIT: Nobody under the age of 18 is allowed in The Club. No candidate for Membership under 18 years of age shall be eligible for Membership.

OPENING HOURS: The Club will be open from 6.30am to 8pm daily (seasonal hours may vary). Opening hours may be subject to change. Members will be notified in advance of any change to the opening hours.

PRIVACY FOR MEMBERS AND GUESTS: We respect our members' privacy and kindly ask you to do the same. Members and their guests must not approach, disturb, or solicit others in The Club with whom they are not personally acquainted.

MOBILE PHONES: Please be considerate of your fellow members; should you need to make a call, please do so quietly and outside of The Nest. We respect our members' privacy and kindly ask that you do the same when

using cameras, phones or any other recording devices. Please ensure you do not feature another member in your content while on the premises of The Club. This includes the outdoor areas that surround The Club. We reserve the right to take possession of and confiscate any cell phone, camera, video or other recording device and any photos, videos or other recorded images that do not respect our members' privacy while on The Club premises. Members are responsible for ensuring their guests also abide by this rule.

AUDIO AND VIDEO SOUND: Movies, videos, songs, internet calls, presentations and all other audio must only be played through headphones and should not be audible to any other member or guest present. This is to ensure the privacy of our Members. Mobile phones must be kept on silent.

PRESS/SOCIAL MEDIA: We operate a strict no press policy. Members will be held accountable if they or their guests disclose or identify any other members or guests who are in The Club in the public domain, whether in any press or social media including Facebook, Twitter, Instagram and on personal blogs.

FOOD AND BEVERAGES: Please do not bring any food or beverages to The Club, unless medically necessary. We have a fantastic menu available from The Nest restaurant. Bills cannot be signed to your membership account and must be settled on the day. **SMOKING:** Smoking is permitted in the outdoor designated area only.

ILLEGAL SUBSTANCES: No member or guest shall purchase, use, ingest, possess, sell or otherwise distribute illegal drugs or other substances, or attempt to do any of the same with any member or guest. If any of the actions above prove true, the relevant member and/or guest will be removed from The Club and the membership in question will be terminated.

EVENT BOOKING AND THE CLUB MAINTENANCE: We may at times close all or part of The Club to members and their guests for private events or for necessary maintenance, repair or redecoration work. Where we close part of The Club for private events, please honour and respect the privacy

of all private events occurring in The Club and refrain from communicating any information about the event to third parties in any medium. Where all or part of The Club is closed for maintenance, repair or redecoration work, or where we need to withdraw facilities or services because we consider that they may pose a risk to the health or safety of our members, guests or staff, or that they are detrimental to the business, we will seek to ensure that any such area, facility or service is reinstated as soon as practicable.

SAFETY AND OTHER INSTRUCTIONS: We want all our members and guests to relax and enjoy the activities and facilities available at The Club in safety. Members and their guests agree to observe The Club Rules and any signs published or displayed at The Club at any time.

ACCIDENT REPORTING: All members are responsible for their own safety, and the safety of their guests. The Club accepts no responsibility for accident or injury whilst on The Club premises other than where due to the negligence of The Club. Members or guests who suffer an accident or injury at The Club must report the accident or injury and the circumstances in which it occurred to the Duty Manager as soon as possible following the accident or injury and, in any event, within 24 hours of the incident. As well as wanting to check on a member or guest's well-being, this information is needed to help us comply with our health and safety obligations and for insurance purposes.

SAFETY AND HYGIENE GUIDELINES: Members must adhere to the safety and hygiene guidelines which includes showering before and after use of facilities.

USE OF EQUIPMENT AND FACILITIES: Use of any of the gym or fitness equipment, areas or facilities available at The Club is entirely at the risk of a member or guest other than where due to the negligence of The Club. Introduction sessions explaining how to safely and properly use the gym or fitness equipment are available. You must not use any equipment, or undertake any activity at The Club, unless you are satisfied that you are competent to do so in a safe and proper manner. You will also be required to complete a health commitment statement confirming that you are in good

health and in a fit state to use our fitness facilities. When using any equipment and the facilities available at The Club, you must take care to safeguard your own health and safety and that of other people. You will be solely responsible for any loss or injury that you cause to yourself, other persons, or to the equipment or facilities through your unsafe or improper use of the equipment or facilities. This includes your use of them while under the influence of alcohol or medication, or your failure to advise staff of a medical condition relevant to your use of the equipment or facilities. We request you show consideration for fellow Members by wiping down machinery after use, returning weights to their racks and placing towels into designated laundry bins.

THE SOURCE & POOL RULES: No running, jumping or diving is permitted in the pool area. Please follow instructions and guidelines as displayed in The Source. All saunas, steam rooms and wet spa facilities are digital free zones. The use of mobile phones is not permitted at any time, in order to protect Member safety.

CHANGING ROOMS: We have changing rooms for you to use, but all belongings must be collected upon your departure. Please be mindful of other guests using the changing rooms and respectful of maintaining the cleanliness of shared spaces by placing all used towels in the designated bins.

DRESS CODE: Proper attire, as determined by The Club, must be worn throughout the facilities. Members are asked to always wear appropriate clean footwear in all areas save for poolside or where appropriate for treatment provision. We kindly ask members and guests to change before using The Club's restaurant and bar spaces.

ETIQUETTE: While you are at The Club, we expect you to behave appropriately, respectfully, and politely. We can prevent you from entering The Club or ask you to leave if we think that your behaviour or appearance is not suitable.

PETS: No animals will be allowed in The Club except for legally recognised and certified service dogs.

CANCELLATIONS: If you are unable to partake in a class that you have booked, we ask that you please cancel at least 24 hours in advance via The Lakes Club app or website, or by calling The Club, so that another member is able to attend. Cancellations of services such as Personal Training, Nutritionist Appointments and others, will incur a charge if cancelled with less than 24 hours prior notice. This is at the discretion of the membership team.

CLASS TIMINGS: Members or their guests will not be permitted to join classes after the class has started. This is to ensure health and safety, as well as to avoid interrupting and upsetting other members.

LIABILITY OF THE CLUB: All items brought into The Club are brought and left entirely at the risk of members and their guests. The Lakes Club, its servants and/or agents shall not be liable to any member or guest for any loss, damage or injury suffered by them or their property howsoever caused, save in respect of death or personal injury to a member or guest to the extent caused by the negligence of The Lakes Club, its servants and/or agents. This is not intended to affect any mandatory rights a member or guest may have under local law that we cannot legally restrict or exclude.

CCTV: Members and their guests should be aware that for safety reasons, we use CCTV throughout The Club.

AMENDMENTS TO THE CLUB RULES: The Club Rules may be amended from time to time, and the rules in your membership book may not be completely up to date. The most current Club Rules are to be found on <https://thelakesbyyoo.com/thelakes-club/>

TERMINATION OF MEMBERSHIP: If we believe that you are not complying with any of the Club Rules or other by-laws or rules, we may suspend, restrict or terminate membership immediately and without notice or reason. When a membership is terminated in this circumstance, no portion of the joining fee or annual subscription will be refunded. Please be

aware that if your membership is suspended, restricted or terminated by The Lakes Club, our team will be instructed not to allow you access to The Club, or any events held in The Club spaces, even as the guest of another member. IF YOU HAVE ANY QUERIES OR QUESTIONS, PLEASE DO NOT HESITATE TO CONTACT US AND A MEMBER OF THE TEAM WILL BE IN TOUCH. 01367 254 260 | CLUB@THELAKESBYYOO.COM