



CLUB RULES

Club Access

Each Member is required to present his or her membership card, sign in the book provided at the front desk and legibly mark his or her name and the names of his or her guests to obtain access to the Club. Any misuse of the membership cards may result in the immediate termination of the membership. The membership cards are the property of the Club, and the Club reserves the right to charge a £50 fee for a replacement card.

Respectful Behaviour

Members shall at all times conduct themselves in a respectful and courteous manner with the Club's employees, other Members, guests and any third parties, whether at the Club premises, at any event organised by the Club, or on expeditions organised by the Club. Members shall under no circumstances act in an abusive, harmful or offensive manner.

Noise Control

Members and their guests shall maintain respectful levels of noise at all times at the Club premises and its surrounding areas, including the terrace, to preserve the integrity of the residential surroundings.

Dress Code

We encourage individualism in style but expect Members to dress appropriately and within the ethos of the club.

The dress code for the Restaurant and the Cucina is smart casual at all times. We request that our Members and their guests refrain from wearing their gym attire in other social areas of the Club after 6pm.

Swimwear or robes are required throughout the wellness facilities. Strictly no bathrobes are allowed in any social areas of the Club at any time.

No outside footwear other than trainers, is allowed in the fitness, gym and wellbeing facilities.

Coats and Bags

Members are required to leave all coats and large bags in the Cloakroom whilst they are in the Club. All such items must be reclaimed on the same day and may not be left overnight.

Personal Items

Members may not receive mail or deliveries in their names at the Club's address and Reception will not accept any such items. Personal belongings such as bicycles, keys, wallets and important documents may not be left at Reception. Should you need to leave valuables on-site you are welcome to hire a private locker for the day at the cost of £5.

Electronic Devices

The use of mobile phones and other electronic devices is not permitted in the Bathhouse. We recommend that Members do not leave their phones in their bathrobes as we are unable to accept responsibility for items mislaid in this manner. To preserve the harmony of the Club, we do not allow conference calls or calls on speakerphone throughout the Club. Members shall also use headphones to listen to any music or videos.

Laptops and tablets may be used in the Lounge and the Cucina (at the far end of the Restaurant) until 6pm. Laptops and tablets may only be used in the main Restaurant area from opening until midday and from 3pm until 6pm.

Smartphone photography is permitted for personal use in the Club with the exception of the Bathhouse. Photos taken inside the Club must not include other Members, guests or staff without their consent. Smartphone photography cannot be used for commercial use. Any professional photography or videography must have prior written approval from Club Management.

No Outside Food or Drink

No outside food or drink shall be allowed in or may be consumed at the Club.

Settling Bills

All bills for products and services incurred by Members and their guests are to be settled on the same day and Members are required to provide their card details in advance to facilitate settlement of charges. All such data shall be stored and processed in accordance with our Privacy Policy.

Guests

Members are welcome to invite up to 3 guests to the Club's social areas. A permission of a duty manager shall be required for bringing more than 3 guests. The use of the Club's spa and communal bathhouse facilities by the guests shall be chargeable at a rate established by the Club from time to time. The guests are not allowed to use the gym. Guests shall be bound by the Terms and Conditions and the Club Rules. Members shall be responsible for their guests' unpaid expenses and their behaviour whilst at the Club. The Club reserves the right to deny access to any guest if they do not adhere to the Club Rules, including the Club's dress code, ethos and code of conduct.

Minors

Guests under the age of 18 are only permitted in the Restaurant and the Private Banyas, provided they are accompanied at all times by a current Member. Guests under the age of 12 are permitted in the Restaurant until 6pm every day, and those aged between 12 and 18 may remain in the Restaurant until the Club closes. Guests under the age of 18 using the Private Banyas do so at the discretion of their parent or guardian and the Club shall not be liable for loss or damage resulting from a minor's use of the Private Banyas, except where prescribed by law. Minors are not allowed to have treatments in the Private Banyas.

Small Dogs

Only small and well-behaved dogs (with the exception of guide dogs) are allowed access to the Club's social areas. No dogs are allowed into the gym, fitness classes or any other Wellness areas.

Lockers and Lost Property

If you wish to leave your belongings at the Club on a long-term basis, lockers may be hired from reception at a cost of £40 per month or £400 per year. Members may only leave items in lockers overnight with the appropriate locker hire on their account. Any items left in a locker without hire will be removed and transferred to lost property.

Lost property will be stored at Reception for one month, after which it will be disposed of or donated to charity.

Induction

Prior to using the fitness and gym facilities, each Member must complete an induction with a qualified Member of staff. The Club's gym staff is available at all times to advise on how to use the Club's state of the art equipment; it is the responsibility of each Member to ensure that he or she understands how to operate the gym and other equipment located at the Club.

Class Bookings

All wellness treatments and classes are subject to availability and can be booked up to one week in advance. A 24-hour cancellation policy is operated on all wellness treatments and class bookings. A cancellation fee of £15 shall be charged for a booked class cancelled with less than a 24-hour notice. A full price of the wellness treatment shall be charged for a wellness treatment cancelled with less than a 24-hour notice.

Personal Training

Members may bring their own personal trainer onsite but must pay £40 per visit at Reception should they wish to do so. No Member shall offer personal training or other fitness related services to another Member, or any other person on the Club premises, whether for financial gain or otherwise.

Bathhouse

The Bathhouse is defined as the area comprising the Hammam Treatment Room, Communal Hammam, Communal Banya, Banya Treatment Room, Wet Rest Area, Tea Library and Private Banyas.

Members and their guests must follow the direction, instruction and requests of the Banya Hosts and Banchiks at all times. Any Member or guest who is unsure whether they are able to withstand the high temperatures of the Bathhouse must not enter the area without obtaining approval from their doctor.

Swimsuits must be worn at all times in the Bathhouse. They may only be removed for private treatments and must be donned again before entering the communal areas.

Members and their guests shall not put ice or water on the sensor in the Communal Hammam. Please ask the Banya Host if you wish to have more water placed on the stones in the Communal Banya.

Members and their guests must shower and remove all body lotions, cosmetics and jewellery prior to using the Bathhouse. Shaving is not permitted in any of these areas. Glass and other breakable objects are not permitted in the Bathhouse.

In the interests of the environment, Members are requested to only use one bathrobe and a maximum of two towels.

Forbidden Activities

Gambling of any form is not permitted at the Club. Smoking (including vaping) is not allowed on the Club premises, apart from in the outdoor designated areas. The Club operates a zero-tolerance approach to drugs. Any Member or guest carrying, consuming or seeking to sell any illegal substances on the premises, or whilst participating in any event, travel or expedition organised by the Club, shall immediately be expelled from the premises, event, travel or expedition and may be subject to termination of their membership at the discretion of the Membership Committee.