



THE CLUB BAR

Terms and Conditions of Membership

Hereafter the company refers to the Arden Hotel.

The cardholder refers to the individual whose name is associated with the membership ID which appears on the card, the registration form and the membership database.

1. The Membership Card

1.1 The company may at its discretion issue a card to any person who applies for one.

1.2 The card remains the property of the company. It must be completed with the name of the cardholder and may only be used by the cardholder. It is not transferable. It must be returned to the company at its request in the event of actual or attempted improper use.

1.3 The card must be returned to the company upon expiration of the membership, unless membership is renewed.

2. The Guidelines

2.1 The company will operate the scheme in accordance with the guidelines.

2.2 The company may at any time revise the detail of the guidelines as it sees fit. In particular the company may vary the annual membership fee and may vary the nature of the benefits to be awarded. The company may discontinue the scheme at any time but will give members notice before it does so.

2.3 The guidelines may provide for different categories of member and the scheme may be applied differently to each. The guidelines may also make specific provision for corporate membership.

3. Payments

3.1 The stated annual membership fee must be paid in one lump sum upon registration. There is no facility for monthly payment, direct debits or standing orders. Membership will expire exactly 12 months from date of registration. Under no circumstances will membership be extended beyond the 12 month deadline until the subsequent year's stated annual membership fee is received.

3.2 The company reserves the right to vary the annual membership fee, but this will not be applied retrospectively.

3.3 If the member chooses to discontinue the membership at any point before its natural expiration, no refund of any part or whole of the annual membership fee will be awarded.

4. Vouchers

4.1 Vouchers are only valid for the cardholder. The voucher may be gifted to another individual (the bearer) but the initial booking must be made by the cardholder, who must invoke his or her membership ID.

4.2 The voucher is valid for 9 months from the date of registration.

4.3 The cardholder may redeem a voucher for the benefits stated on the voucher. The voucher has no monetary value and cannot be exchanged for cash or other benefits.

4.4 The Overnight Stay voucher may be redeemed for one night's accommodation at the Arden Hotel including breakfast in a classic or superior double or twin room for the bearer and one other individual. The cardholder must first make a booking at least 48 hours prior to arrival by telephoning the company on 01789 298682 and quoting the membership ID printed on the voucher. Extra nights, food and beverage and other additional spend must be settled on departure.

4.5 The Day Delegate voucher may be redeemed when booking a function or meeting for at least 12 people. One day delegate space will be provided complimentary when at least 11 day delegates are paid for at the usual corporate rate. Only one voucher may be used per event. The cardholder must first make a booking at least 48 hours prior to arrival by telephoning the company on 01789 298682 and quoting the membership ID printed on the voucher. Accommodation, food and beverage and other additional spend outside the agreed day delegate package must be settled on departure.

4.6 There will be a limit placed on the services offered against which a voucher may be redeemed, which will therefore be subject to availability. For example, there may be a limited number of rooms on any one date in respect of which vouchers can be redeemed. The company therefore does not guarantee to be able accept the vouchers any particular dates.

5. Privileges

5.1 Member privileges include stated discounts upon services offered by the hotel as detailed in your membership pack.

5.2 Privileges cannot be used in conjunction with any other offer.

5.3 Privilege 1: 10% off food and drink at the Arden Hotel. This discount applies when purchasing food and drink at The Arden for up to a maximum of 8 guests, the cardholder must be present for the discount to apply.

5.4 Privilege 2: 10% off room rates at the Arden Hotel. This discount applies on the full published tariff only, is subject to availability. Discount applies to the cardholder's room only.

5.5 Privilege 3: 10% off social season events. This discount applies when purchasing places at social season events as detailed in the social season calendar at The Arden Hotel for up to a maximum of 8 guests, the cardholder must be one of the guests attending for the discount to apply.

5.6 Privilege 4: Exclusive priority on advance bookings. Certain special offers and events occurring at the Arden Hotel throughout the year will be previewed to members prior to release to the general public in order that members may receive a pre-emptive opportunity to exploit the offer. All offers are at the manager's discretion and availability may be restricted.

5.7 The privileges can only be exploited during the lifetime of the membership. If the membership is not renewed, this will be 12 months from registration.

5.8 The privileges are not redeemable against spend on weddings or any private or corporate functions.

6. Restrictions and Limitations

6.1 Vouchers and privileges cannot be redeemed in conjunction with any other offer or promotion.

6.2 Vouchers and privileges are not valid on the following dates: Valentine's Day, Mothering Sunday, Christmas Eve, Christmas Day, New Year's Eve and other days at the manager's discretion with notice.

6.3 Membership is on an individual basis. Although the cardholder may bring guests, any guests will have to themselves become a full member or pay a daily membership fee in order to enter the Club Bar premises. Daily members will be charged a fixed fee on the door and from receipt of payment will exercise the member privileges until close of service on that date. Subsequent visits will be charged separately, no privileges will be carried over.

6.4 From time to time the management may close the Club Bar for private events.

6.5 Exercise of all member privileges and discounts is subject to availability.

6.6 Membership does not extend any right to park in the car park. Car parking spaces are restricted to residents.

7. Data Protection

7.1 The company will use the information provided on your registration form to contact you regarding your membership, the benefits of your membership as outlined in the welcome letter and the payment or renewal of your membership. From time to time the company may also contact you regarding events and special offers at the Arden Hotel and other hotels in Eden Hotel Collection.

7.2 The company will not share any personal information with third parties, except when required by law, in accordance with the Data Protection Act 1998.

8. General

8.1 By completing and signing the registration form you are deemed to have read and understood these terms and conditions.