

RULES AND CONDITIONS OF PREVIEW MEMBERSHIP



Luton Hoo

HOTEL, GOLF & SPA



The following information and guidelines have been designed to ensure you have a safe and enjoyable experience when you visit the Club. They also allow the Club management to maintain a high standard of service and facility at all times.

JOINING AND MEMBERSHIP FEES

- Country Club at Luton Hoo (the Country Club) is operated by Luton Hoo Park Limited ('Luton Hoo Hotel') and administered by the General Manager.
- A person wishing to become a member of the Country Club must complete the Application and Direct Debit Instruction Forms.
- A Joining Fee will be payable for memberships taken out from 2009 onwards, and may not be paid by instalments.
- Membership fees are payable annually.
- The General Manager reserves the right to reject any application for membership or refuse admission.
- The Membership Year commences on the 1st May each year. Persons applying at any other time during the year will be charged pro rata. Joining and Membership fees are non-refundable.
- Late payment will result in an administration charge being levied.
- Membership Cards issued to members, will remain the property of Luton Hoo Park Limited, and must be returned upon termination of membership.
- Membership is not transferable.
- Joining and Membership Fees shall be determined by Luton Hoo Park Limited, who reserves the right to alter them at any time. Members will be notified in writing, prior to any changes.
- Membership may be withdrawn at any time, without notice, at the sole discretion of the management.

FOOD AND BEVERAGE LEVY

- The Country Club will be operating a food and beverage levy scheme.
- Members will be required to pay £600 onto their account when they join and per annum thereafter.
- This will entitle members to use the levy against all food and beverages within Luton Hoo excluding Conference and Banqueting.
- If at any time members levy drops below £100 an automatic top up fee of £300, or pro rata thereof will be added to the account, by charging the members credit card.

RULES AND REGULATIONS

- Membership will be forfeited if a member loans their membership card to a third party.
- Members must present their cards and register on arrival and whenever requested by a member of Staff. Any lost cards must be reported immediately to the Country Club Reception. A £15 charge will be incurred for lost membership cards.
- The Country Club has been designated as a 'No Smoking' environment. The courtyard outside the 19th is a designated smoking area.
- Appropriate clean exercise clothing and shoes must be worn in the Fitness Studio. Appropriate footwear is requested in the fitness studio and Swimming Pool area.
- Appropriate dress should be observed in the Club Lounges and Restaurants.
- Guests of Members are welcome at the Country Club.
- All guests must register and be accompanied by a member at all times.
- All guests must pay the appropriate 'guest fee'.
- Members may bring a maximum of two guests at any one visit. Three Guests however are permitted on the golf course.
- The Club reserves the right to refuse admission of a guest to the Club and no person whose membership of the Club has been cancelled or has been banned previously shall be admitted as a guest.
- Members take all responsibility for their guests and must ensure they abide by the Club's rules.
- For reasons of health and hygiene it is necessary for all Members and Guests to shower before entering the pool. After using the Fitness Studio, Members must shower before entering the public areas.
- Running, diving and jumping are not permitted in or around the Swimming Pool or Spa Bath. Radios and Lilos are not permitted around the pool area.
- Members may not use the facilities of the Gymnasium or pool whilst under the influence of alcohol.
- The pool may be reserved at certain periods for swimming lessons or other activities. Prior notice will be displayed on the Country Club Notice Board.
- No food or drink may be brought into or consumed in the Country Club.
- No glassware, crockery, food or alcohol is allowed in the changing rooms, fitness studio, beauty therapy, and pool areas.
- Respect for other Members, Guests and Staff will be expected at all times.

FITNESS AND MEDICAL

- As a condition of membership, members will be required to complete a Physical Activity Readiness Questionnaire
- Leisure Members will be required to have an induction with a qualified fitness instructor prior to using the gymnasium
- All members and guests use the facilities and equipment at their own risk and the Country Club does not accept responsibility for any harm or injury to any member or guest however caused.
- The Country Club reserves the right to refuse admittance to the Fitness Studio to a member or guest, if it considers them to be medically unfit.



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- The Country Club recommends that all members and guests undertake a lifestyle evaluation and subsequent personalised induction prior to using the fitness studio. In extreme cases when this is not practical, a short consultation with one of the fitness instructors is necessary and the member or guest will be asked to sign a medical disclaimer form before using the equipment.
- For health and safety reasons members and guests must accept the professional advice of the fitness instructors.
- Any member who suffers an accident on the premises must immediately report the accident to the Country Club Reception or the Hotel Duty Manager.

SECURITY AND LOST PROPERTY

- All lost property found on the premises should be handed in to the Country Club Reception. The management reserves the right to dispose of any items not claimed within four weeks.
- The Country Club operates CCTV for the security of employees, members and hotel guests.

CHILDREN

- Children of residents aged up to 16 years of age will be allowed to use the facilities between 10.00am and 6.00pm daily when accompanied by an adult.
- Children under the age of 16 are not permitted in the Fitness Studio unless accompanied by an Instructor.

LIABILITIES

- The Country Club's liability for damage or loss to members' or guests' property is strictly limited to any damage or loss suffered as a result of negligence of Luton Hoo Hotel, its staff or its agents. The Country Club reserves the right, in its absolute discretion, to refuse to store any such personal property of members or guests. Property stored in lockers provided by The Country Club is stored at the owner's risk and no liability for loss or damage thereto will be accepted by Luton Hoo Hotel.
- Luton Hoo Hotel cannot accept any liability for any accident to any member or guest that may occur on the premises or within Ashdown Park's car park or grounds, other than liability which may arise from negligence of Luton Hoo Hotel, its staff or its agents.
- Any member or guest who suffers an accident on Luton Hoo Hotel's premises on in their grounds must report the accident and the circumstances under which it occurred, to the Duty Manager immediately following the accident.
- Neither Luton Hoo Hotel, their agents or employees, shall be liable for the personal injury or death of any member, guest or child whilst on the Country Club premises or whilst using the facilities of the Country Club, except to the extent that such death or personal injury may arise from any negligent act of 'the company', the Management or any agent or employee of the Country Club.

TERMINATION

- Suspension of Direct Debits by yourself at any time will result in the termination of membership.
- Repeated disrespect for members' etiquette will result in suspension or termination of membership.
- Memberships that remain un-renewed 14 days after the final day of that current membership period will be deemed as having lapsed. Membership renewed after this time will require payment of the published joining fee.

SOCIAL EVENTS OR ACTIVITIES

- Luton Hoo Hotel reserves the right at any time, and without prior notice, to set aside facilities for social events and other activities.

GENERAL

- Hotel Guests who are residents in the hotel are automatically entitled to use of the facilities.
- Luton Hoo Hotel shall be entitled, without prior notice, to vary the times at which the Country Club is open. Individual facilities may be withdrawn without prior notice. There will be no refund of membership fee for any variation in the facilities available for the times they will be used. Staff will be employed to manage the facilities, but supervision of each facility will not be possible at all times.
- Members will accept and be bound by the rules and conditions of membership and abide by the rules of conduct. The purpose of these conditions and rules is to ensure the better enjoyment of the facilities by users.
- Opening hours - The Country Club will be open from 6.00am to 10.00pm Monday - Friday and 7.00am - 9.00pm Saturday and Sunday. These hours are subject to alteration and may vary on bank holidays, including Christmas, New Year and Easter.
- Payment - Chargeable facilities and services used in the Country Club will be payable on departure. Luton Hoo Hotel does not allow credit facilities for members.
- Luton Hoo Hotel Golf and Spa will be accepting society and corporate days and reserves the right to close the Golf Course with 1 months' prior notice.

GOLF

- All Members will agree to abide by the Rules and Guidelines in place relating to Dress Code, Golf Course Etiquette, Local Rules, Out of Bounds and Staked Trees.
- These Rules and Regulations are displayed on the wall of the Golf Pro Shop.
- Prospective members of the Golf Course will be required to have a handicap certificate. Failing this, prospective members will be given a level of skill test ascertained by the Golf Professional.
- Booked tee times must be confirmed directly to the Golf Shop at least 24 hours prior to playing or the tee time will be released.