



The Lansdowne Club

RULES

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Insertion of new rule 12 approved by Council March 2022

Insertion of 11.1.3 approved by Council March 2022

FOREWORD

The following Rules refer to the conduct of the Club, its Members and guests. They are made in accordance with powers set out in the Articles of Association of Fitzmaurice House Limited and together they comprise the governing documents of the Club. Both documents are published under the governance section on the Club's website and are provided to all new Members upon their successful election.

CORPORATE STRUCTURE

The Club is Fitzmaurice House Limited ("FHL"), a company limited by guarantee and every Member of the Club is a Member of FHL. The freehold of the building is owned by another company, Lansdowne Club Limited, and approximately 95% of the shares in this company are held by FHL. Thus, the Club is owned by the Members. The Club is a not-for-profit organisation.

The Board of Directors of FHL is called Council and is responsible for the strategic direction and good governance of the Club. Council are full Club Members elected by fellow full Club Members. Council is led by Council Chair and supported by the Deputy Chair and Treasurer. The Chair, Deputy Chair and Treasurer are elected by fellow Council Members from among Council Members.

Council appoint the Chief Executive Officer (CEO), also known as the Club Secretary, who is responsible for the day to day running and operation of the Club and is the main point of contact for Members, employees, and other stakeholders. Council Chair is the only Club Member or Council Member who may direct or instruct employees, including the Club CEO.

Council may make, alter and repeal the Rules as it thinks necessary. The Rules have to be consistent with the Articles of Association and within the powers of Council, as set out in the Articles.

If there is any discrepancy between any of these Rules and any provisions of the Articles of Association, the Articles of Association shall prevail.

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RULES

1. Definitions

1.1 In these Rules, where the context so admits, the following words and expressions shall have the following meanings:

“UK”	England, Scotland, Wales, Northern Ireland (excluding the Isle of Man and Channel Islands).
“Club”	Fitzmaurice House Limited, operating as The Lansdowne Club.
“Club premises”	9 Fitzmaurice Place , London.
“Council”	the Board of Directors of Fitzmaurice House Limited.

We have three principal categories of Membership; Town, Country and Overseas.

“Town” Member	a Member who has residency (owned, rented, shared or company) within 50 miles of the Club or such other distance as decided by Council.
“Country” Member	a Member who has no residence of any description (owned, rented, shared or company) within 50 miles of the Club as a crow flies or such other distance as decreed by Council. Serving Officers in HM Forces pay Country rates.
“Overseas” Member	Resides overseas and has no residence of any description (owned, rented, shared or company) within the British Isles.

In addition, Members are further defined as follows:

“Full Member”	a full voting Member of The Lansdowne Club in accordance with the Articles of Association and does not include Honorary, Junior, Club 1824, or Temporary Members or any other category of Membership Council may from time to time institute or exclude.
“Member”	any Member of the Club, including Honorary, Junior, Club 1824, or Temporary Members or any other category of Membership Council may from time to time institute or exclude.
“Reciprocal Member”	a Member of another club that has such an arrangement with The Lansdowne Club.
“Membership Year”	the period of 12 months starting from the date on which the first subscription became due.

1.2 Where applicable, the singular shall imply the plural and the masculine shall include the feminine and vice versa.

2. **Name**

The operating name of the Club shall be The Lansdowne Club.

3. **Rules - Making of and Communication**

3.1 The power to make Rules and to repeal and amend them shall rest with Council whose decision as to the interpretation and application of any Rules shall be final. Any changes are to be posted on Club's noticeboards, published on the Club's website or other methods of communication as Council sees fit.

3.2 All Rules shall be binding on Members. Due notification of a Rule having been made, repealed or amended shall be considered to have been given if posted on the Club noticeboard or published on the Club's website.

3.3 The Rules shall be printed and made available to download from the Governance section of the Club's website and a copy sent to each newly elected Member, excluding Temporary Members.

3.4 Any question as to the interpretation or application of the Rules shall be decided by Council, whose decision shall be final and binding on Members.

4. **Membership and Election thereto**

4.1 The classes of Membership shall be:

4.1.1 Town Over 70, Town Under 70, Town Under 35, Country Over 70, Country Under 70, Country Under 35, Overseas, Club 1824 (18-24), Under 18, serving officers of HM Forces (as for Country), Honorary, and any such other class or classes as Council may from time to time declare.

4.1.2 Joint Membership is available for couples who are married or who have entered into a civil partnership. The age of the elder spouse or civil partner shall be the deciding factor in each joint category. The rights attached to each class, the maximum number of Members of each class and the respective entrance fees and annual subscriptions shall be decided by Council, who may waive, reduce, increase or defer an entrance fee or annual subscription, or any part thereof, in particular cases at their discretion.

4.2 **Mode of Election**

The election to every class of Membership shall be in the hands of Council who may elect, or refuse to elect, as they see fit. Two Council Members' votes against shall exclude. Council shall not be called upon to give any reason for refusing to elect a candidate proposed for Membership.

4.3 **Honorary Membership**

Honorary Membership, which shall be in the sole gift of Council, may be offered to those Members or other persons, who have made an outstanding and unremunerated contribution to the Club or those who may offer some other contribution to the Club. Honorary Membership shall be awarded for a maximum period of up to three years and is subject to an annual review. Council may in its absolute discretion, choose to withdraw Honorary Membership at any time. Honorary Membership

for Council or Committee Members may not be awarded by virtue of such appointment and or contribution.

4.4 Temporary Membership

4.4.1 Council may at its discretion grant Temporary Membership to friends of Members, candidates awaiting election and *bona fide* Members of other clubs with whom reciprocal arrangements have been established. Such Membership shall be granted for periods not exceeding three calendar months. The CEO's office shall process all requests for Temporary Membership. The CEO, when not on duty, may authorise the Duty Manager to grant Temporary Membership for periods not exceeding 48 hours.

4.4.2 The names of Temporary Members shall not be added to the Register of Members and no Temporary Member shall be a company law Member of FHL.

5. Sponsoring of Candidates

5.1 Candidates for Membership

5.1.1 The proposer and seconder must be from a Membership category other than Junior, Club 1824, Temporary, Honorary or Reciprocal Members. Unless exceptional circumstances exist (about which Council would wish to be informed), the proposer and seconder must have completed a full year of Membership.

5.1.2 The candidate should be personally well known by their proposer and seconder, both of whom are required to complete the relevant forms in the candidate's application pack stating how long they have known the candidate and providing any relevant information in support of their belief that the candidate is suitable to become a Member. The proposer must also agree to accept responsibility for the candidate's conduct and behaviour while on the Club's premises and prior to their election as a Member; this may include the failure to settle outstanding bills.

5.1.3 Application for election must be made in writing (including by email) on the Club's forms and be signed by the candidate.

5.1.4 If the application is found to contain any misrepresentation which, in the opinion of Council, is material and wilful, the Member, if already elected, shall be expelled and his or her name shall be deleted from the Register of Members. Disciplinary action may be taken against the proposer and seconder.

5.1.5 If either the proposer or seconder ceases to be a Member before the candidate's date of election, the candidate may be required to find a new proposer or seconder.

5.2 Candidates for Junior and Club 1824 Membership

1824 Membership is available to anyone joining the Club between the ages of 18 and 20 inclusive. Candidates applying to join Club 1824 must do so prior to turning 21 years of age. This will provide Membership for up to seven years, or until the age of 24 inclusive. Those applying for Membership having turned 21 years of age but not yet 35 years of age would qualify for the Under 35 category.

Junior (under 18) Membership is available to dependents of existing Full Members who are between the ages of 12-17 inclusive.

5.3 Candidates without a Proposer or Seconder

- 5.3.1 When a candidate is unable to find both a proposer or seconder in accordance with Rule 5.1.1 they must attend an Application Panel.
- 5.3.2 When a candidate is unable to find a seconder, they may be interviewed by the CEO who may recommend to Council that they are admitted without the need for a seconder or an Application Panel or they may be referred to an Application Panel.

6. Membership Subscription Fee

- 6.1.1 The entrance fee and first annual subscription shall be paid by direct debit. Overseas Members may pay by cheque, debit card, credit card or bank transfer and lodged with the Membership office prior to election, should they not have a British bank account.
- 6.1.2 All subsequent Membership subscriptions, except those of Temporary Members, shall be paid annually by variable direct debit. Overseas Members may pay by cheque, debit card, credit card or bank transfer should they not have a British bank account.
- 6.1.3 The subscription paid on the anniversary of election shall be valid and unalterable for a year. The Membership category to which that Member belongs will be determined by that Member's age and residence at the time of their renewal. If a Member changes category during the ensuing year no rebate of subscription will be given. Similarly, the Club will not demand any fee increase until the next anniversary of election. Prospective Members will be required to provide a proof of their primary address (e.g. a government issued letter, bank statement or utilities bill no older than three months) as part of their application, and Members may be required to provide an updated proof of address periodically. The Club reserves the right to use third parties to check primary address details. If a Member is found to have wrongfully advised of their address to benefit financially from a cheaper subscription rate, that Member will be expelled.

7. Annual Re-election of Members

Election to Membership (except in the cases of Temporary Membership and Club 1824) shall be for a period of one year but every Member is deemed to stand automatically for re-election annually at the end of their Membership year in the category appropriate to their age and place of residence at that time unless they have given due notice of resignation (see Rule 9). The name of every Member whose Membership year is about to end may be considered by Council who may re-elect or refuse to re-elect any such Member as they in their absolute discretion see fit. Two Council Members' votes against shall exclude. Council shall not be required to give any reason for not re-electing a Member and a person not re-elected shall cease to be a Member at the end of their current Membership year and shall not be brought into the Club as a guest. Notice by email and by registered or recorded post shall be sent to any Member who has not been re-elected notifying them of the fact.

8. **Non-payment of Subscriptions**

- 8.1 Notice shall be sent to any Member who fails to remit the amount of their subscription on the due date. If payment is not made within the following two months, they will automatically cease to be a Member and shall be struck off the Register of Members. It is the responsibility of the Member to be aware of their renewal date and ensure that sufficient funds are available in order for full payment to be made on time.
- 8.2 The CEO may reinstate a Member upon payment of the arrears if satisfactory reasons are presented for the delay in payment.

9. **Resignations**

- 9.1 A Member who wishes to resign must notify the CEO (via the Membership team) of their intention in writing or by email. Unless the notification shall have been given one calendar month before the end of their Membership year, they will be subject to re-election under Rule 7 and the subscription collected as normal.
- 9.2 Resignation shall be effective at the end of the resigning Member's Membership year.
- 9.3 As direct debits (or standing orders) can only be cancelled on the instruction of the Member concerned, the responsibility for this cancellation rests solely with the Member.

10. **Anti-Corruption and Bribery Policy**

The Club will conduct all business in an honest and ethical manner and will take a zero-tolerance approach to bribery and corruption. The Club's Anti-Corruption and Bribery Policy shall be displayed on the Club's website and shall apply to all members of The Lansdowne Club, including those who are members of Council or members of committees, in how they conduct themselves towards each other and toward employees as well as those who have roles in the governance of the Club.

11. **Suspension and Expulsion**

- 11.1 A Member shall automatically and immediately cease to be a Member if:
- 11.1.1 A receiving order is made against them, or they make any arrangement or composition with their creditors.
- 11.1.2 They are convicted of any arrestable criminal offence (other than an offence under road traffic legislation in the United Kingdom for which a fine or custodial penalty of 14 days or less is imposed).
- 11.1.3 The CEO & Club Secretary or, in their absence, the Duty Manager, has the authority to immediately suspend Members/Reciprocal Members in the event of any gross misbehavior.
- 11.1.4 However, Council shall have the power, at its discretion, to reinstate them.
- 11.2 Should a Member behave within or outside of the Club in a manner which, in the opinion of Council, is injurious to the character, reputation or interests of the Club, or commit any infraction of the Rules of the Club, Council shall, after an opportunity for explanation has been afforded, have absolute

power to caution or suspend the Member or request their resignation and, if the Member does not resign within one week after such a request, Council may forthwith expel them and strike their name off the Register.

11.3 If Council decide that the offence of a Member is sufficient to warrant their immediate expulsion it is empowered to expel them forthwith.

11.4 Any person ceasing to be a Member of the Club in accordance with this Rule shall forfeit their entrance fee and subscription payment and shall not be introduced as a guest.

12. **Confidentiality**

12.1 No communication of Club affairs, including the names of fellow members or employees shall be made by any Lansdowne Member to the external world such as the media/social media without the prior authority of the Club CEO & Secretary.

12.2 Members in breach of this Rule are liable to suspension or immediate expulsion in accordance with Rule 11.

12.3 Members whose actions whether personally or publicity in the opinion of the Council cause the name of the Club to be brought into disrepute shall be liable to suspension or expulsion in accordance with Rule 11.

13. **Members' Addresses and Notices to Members**

13.1 The Club shall send to each Member, upon initial election, a copy of the Rules then in force. Members are responsible for keeping up to date with the Club's Rules thereafter, via the Club's website and noticeboards.

13.2 Every Member shall communicate their permanent address to the Club and notify them in writing of any temporary or permanent change of address. The Club shall not be responsible for any consequences should a change in address not be communicated.

14. **Council Members**

14.1 Members of Council, with the exception of Council Chair, are not to direct or instruct employees in the daily execution of their duties.

15. **Adherence to the Club's Rules**

15.1 All Members of Council are expected to assist in ensuring that the Rules of the Club are observed. They may, and are entitled to, approach Members, Members' guests and Reciprocal Members who fail to observe the Rules and, reporting the matter to the Duty Manager and/or CEO if thought necessary.

15.2 Employees are asked by Council to enforce the Club's Rules, including those related to dress code and use of telephones or business use, to ensure the standards expected by the Club remain high.

16. **Guests**

- 16.1 Members may introduce non-residential guests into the Club's premises, but they must accompany them and be responsible for their behaviour. Guests, unless resident, may not order refreshments and they must leave the Club's premises at the same time as, or before, the Members introducing them.
- 16.2 Guests may make payment to the Club directly for refreshments or services/facilities, but the introducing Member is personally responsible for settling any outstanding unpaid accounts for use made of the Club by their guests whether corporate or individual.
- 16.3 Council may limit the number of guests on special occasions and may refuse admission to any guest at any time without giving a reason.
- 16.4 Persons staying in the Club as a guest of a Member will be made temporary Members for the duration of their stay, for which a charge will be made. However, the introducing Member will be responsible for their conduct and any expense incurred; if resident guests fail to pay their bills then the introducing Member will be liable for discharging the amount.
- 16.5 Members under the age of 18 years may not invite guests to the Club nor take accommodation for guests without the permission of the CEO.

17. **Reciprocal Clubs**

A Member may use other clubs with which the Club has reciprocal arrangements, and a list of these clubs is published on the Club's website. Members are to obtain an up-to-date card or letter of introduction from the CEO (via the Membership team) before each visit and are to settle their bills before departure from the reciprocal club. Letters of introduction to other clubs are usually only valid for a period of three months, although each reciprocal club may have its own policy. Any instances of poor behaviour at a reciprocal club, may result in the Member being expelled from the Club and removed from its premises.

18. **Reciprocal Members**

Members of other clubs with which the Club has reciprocal arrangements may only use the sports facilities of the Club for a period of up to 30 days within a calendar year. Use of all other Club facilities should be in the spirit of reciprocity and a card or letter of introduction from the Secretary (or equivalent) of their club is required in all instances before reciprocity is extended. Members of reciprocal clubs may not book themselves or others, tickets for events held at or organised by the Club.

19. **Settlement of Bills / Payments**

- 19.1 It is the Members' responsibility to ensure that sufficient funds are available in order for full payment to be taken on request. Members must pay by cash, cheque, debit card, or credit card for all their requirements at the Club premises unless they have a Member charge account. Those occupying bedrooms may charge to their room account for their requirements during their stay and must settle their bills before departure or once the total bill reaches £1,000, whichever is first. Any expenses incurred by guests will be the responsibility of the introducing Member. If a resident guest fails to pay their bill then the introducing Member will be responsible for discharging the amount.

19.2 Cheques: If a Member pays for services by a cheque which is not honoured, the Member may be required to furnish a written explanation to Council and may be disciplined by them under Rule 11.

19.3 Charge accounts: A Member charge account facility is available to all Members with a UK bank account. Members requesting a charge account facility agree to be bound by the scheme's terms and conditions. A charge account is granted on provision that a direct debit is in place to clear the account balance on a monthly basis. Direct debit instructions should not be cancelled without notification. Failed direct debit payments will incur penalty fees and charge accounts will be suspended until payment received. Failed direct debit payments may also result in further repercussions for the Member and their proposer or seconder.

20. **Hours of Operation**

The hours during which Members and their guests may remain in the public rooms or non-resident Members admitted to the Club's premises shall be prescribed by Council.

21. **Closing of the Club's Premises**

Council may at any time close the Club's premises or part thereof.

22. **Damage by Members**

Any Member breaking or otherwise damaging the Club's property may be called upon to make good or pay for such damages. Members are expected to take good care of fixtures, fittings and furniture and only use them for the purpose intended.

23. **Dress of Members and Guests**

23.1 Members are responsible for the dress of their guest(s) at all times and in all public areas.

23.2 The dress code for different areas of the Club may change from time to time as determined by Council. Information will be displayed on the Club's website and at the Club on noticeboards and may change periodically, as determined by Council. Members are responsible for keeping up to date with the relevant information and are expected to follow the instructions displayed. Any refusal to comply with the requirements displayed will be treated as a breach of the Club's Rules.

24. **Business Transactions and Use of Phones, Laptops and Other Devices on the Club's Premises**

24.1 Members may not carry on a profession, trade, business or like occupation on the Club's premises, nor use the name or address of the Club for such purposes, or cause letters to be addressed to them otherwise than in their own name. With exception and by prior agreement of Council, those members who lease a specific space from the Club may operate a service from that space only, but no business address may be registered at the Club with Companies House or with HMRC for tax or business purposes.

24.2 The use of telephones, laptops and business papers at the Club is restricted. Areas of the Club designated for business use, such as the Business Centre and other designated spaces may change from

time to time as determined by Council. Information about use of phones, laptops and other portable business or office equipment, as determined by Council, will be displayed on the Club's website and at the Club on noticeboards and may change periodically. Members are responsible for keeping up to date with the relevant information and are expected to follow the instructions displayed. Any refusal to comply with the requirements displayed will be treated as a breach of the Club's Rules.

25. **Food and Beverage**

25.1 The hours of operation for the food and beverage outlets shall be displayed within the Club and published on the Club's website.

25.2 Tables in the Dining Room may be reserved.

25.3 Members may be restricted as to the number of guests introduced into the food and beverage areas.

25.4 The number of guests attending TGI Friday (6pm to 8pm) in the Courtyard is limited to four guests per Member, unless a reservation for the Dining Room is held in which case more may be admitted only by prior arrangement with the Club.

25.5 Guests may not be seated or served unless the host Member is present or the guest is a resident. The Member, or the guest if they are resident, shall always be responsible for the final settlement of any outstanding bill.

25.6 No outside food or drink is to be brought into the Club.

26. **Booking Rules for the Club's Events**

The following Rules apply for the booking of all the Club's events:

26.1 No bookings will be accepted as confirmed unless they have been paid for in full by cash, cheque, debit card, credit card or authorisation has been given to charge to a Member's Charge Account.

26.2 If a booking is cancelled between three to seven days prior to the event, 50% of the ticket price will be refunded. Thereafter there will be no refund.

26.3 For cancellations within three working days of the event, the full ticket price will be payable.

27. **Private Parties and Corporate Functions**

27.1 Members may apply to the Club for the hire of rooms for lunches, dinners, dances, cocktail parties and wedding receptions, as well as business meetings, conferences and presentations etc. All bookings for Members, Reciprocal Members and guests will be bound to the terms and conditions of event bookings.

27.2 Employees are asked by Council to enforce the Club's Rules, including those related to dress code for private parties and corporate functions to ensure the standards expected in the Club remain high.

28. **Outside Organisations**

- 28.1 Subject to normal amenities being maintained, Council shall have the right to allocate rooms to outside organisations for whatever period is deemed fit.
- 28.2 No Members should invite outside organisations, groups or individuals to engage in business or services which are provided by the Club.

29. **Accommodation**

- 29.1 The bedrooms are for the sole use of Members, Reciprocal Members or guests and may be reserved up to six months in advance. For Rules on children, please see Rule 33.
- 29.2 The procedure for making reservations is as follows:
 - 29.2.1 Reservations for the same or the following night may be made by telephone or by personal application at Reception.
 - 29.2.2 Reservation requests for other nights may be made by telephone, email or via the online booking system. Reservations may be placed no more than six months in advance.
 - 29.2.3 All reservations will be confirmed by email.
 - 29.2.4 The Club will not be responsible for a booking which has not been acknowledged in such a way.
 - 29.2.5 All reservations must be guaranteed by debit card, credit card or Member's Charge Account by 6pm two days prior to arrival; otherwise, the reservation may be released. All reservations made via the online reservation system are considered confirmed with the Member's billing account but Members without a charge account will need to contact the Club to guarantee the booking with a valid debit or credit card.
 - 29.2.6 All reservations for guests must be made by the Member in writing and payment made by debit or credit card or by the Member's Charge Account.
 - 29.2.7 Cancellations are permitted until 12 noon two days prior to arrival, otherwise a cancellation fee of one night's accommodation will be charged.
 - 29.2.8 Cancellations must be made in writing. If a Member needs to cancel or amend their booking they should contact the Reservations department.
 - 29.2.9 Multiple reservations (block bookings) made three months or more in advance must be cancelled by 12 noon at least five days prior to the date of arrival or the cancellation fee of up to two night's accommodation may be charged.
 - 29.2.10 Any Member who has previously cancelled 20 nights or more in a calendar year will be required to pay a £50 per night cancellation fee for each subsequent night cancelled.
- 29.3 Bedrooms will be available from 2pm and must be vacated by 11am on the day of departure, otherwise a late departure fee will be charged.

- 29.4 When exceptional circumstances require notice to be given to the occupant of a room to vacate it, such notice may be delivered to them personally or placed on their dressing table no later than 10.30am on the day on which it is to take effect. The room must be vacated within two hours of such notice.
- 29.5 A Member who is ill may be required to vacate his or her bedroom if, in the opinion of a doctor, the CEO or Duty Manager, such a course is recommended.
- 29.6 No strangers are to be admitted to the bedrooms or bedroom floors without the express permission of the CEO or Duty Manager. A Member occupying a suite may entertain other Members or guests in the sitting room.
- 29.7 The CEO or, in their absence, the Duty Manager, has the authority to request Members, Reciprocal Members and guests to vacate their bedrooms and leave the Club in the event of gross misbehaviour or unreasonable noise.

30. **Valet Services**

Members may not call upon employees for assistance in packing or unpacking or for special work, though help will be given when possible.

31. **Sports**

- 31.1 The Rules relating to squash, swimming, fencing, snooker, studio and gym use and other sports and games will be displayed on the Club's website and at the Club on noticeboards and may change periodically, as determined by Council. Members are responsible for keeping up to date with the relevant information and are expected to follow the instructions displayed. Any refusal to comply with the requirements displayed will be treated as a breach of the Club's Rules.

32. **Lockers**

- 32.1 A limited number of private lockers are available in the sports area for Members to hire. The fees payable are dependent on the size and location of the locker and are subject to change year on year. Fees due are payable via direct debit only.
- 32.2 Lockers may be rented by all Town and Country Members but, owing to their limited number, not by Overseas Members or Temporary Members.
- 32.3 Members may hire one locker only and must agree to the Club's terms and conditions upon the commencement of the arrangement.
- 32.4 If a Member does not wish to renew the hire of their locker, they must inform the Club in writing one month before the annual rent becomes due; otherwise, they will be liable for that rent.
- 32.5 Lockers may not be passed to other Members but must be returned to the Club when not in use.
- 32.6 When a locker is given up, the Member must immediately remove their contents and return the locker key to the sports reception within 30 days. Any left items will be removed and stored at the expense and risk of the owner with notice being sent to him by the Sports Manager.

- 32.7 A Member who loses their key will be charged for a replacement key.
- 32.8 Continued use and renewal of a locker is subject to the usage criteria being met and maintained throughout the year.
33. **Children**
- 33.1 Our Club provides an inclusive space for all Members including those with families of all ages. We welcome children (including babies and toddlers) at the Club. The Club defines Children as those aged under eighteen years. All Members are responsible for their Children (or any guests who are Children) at all times and in all areas. Members who wish to run events for parents and children are most welcome to make bookings via our Events Team. The Clubs' rules regarding children will be displayed on the Club's website and at the Club on noticeboards and may change periodically. Members are responsible for keeping up to date with the relevant information and are expected to follow the Club's rules as displayed. Any refusal to comply with the requirements displayed will be treated as a breach of the Club's Rule's.
34. **Dogs**
- No dogs or other animals are allowed in the Club's premises except for guide dogs.
35. **Smoking**
- Smoking, including e-cigarettes, vape pens, pipes and cigars, is only permitted in the Club's designated external smoking area, as determined by Council, and which may change at different times of the day or week and in such instances non-smoking signs will be displayed.
36. **Notices in the Club's Premises**
- No posters, placards, advertisements or notices of any kind shall be put up in the Club premises without the permission of the CEO.
37. **Newspapers, Magazines and Periodicals**
- No newspapers, periodicals or books may be removed from the Club's premises and Members are requested to leave newspapers and periodicals in the room in which they found them and return all books to their proper place. The Club's periodicals and newspapers may not be taken to the bedrooms. Members requiring newspapers in the bedrooms must order them from Concierge.
38. **Letters, Parcels etc.**
- 38.1 No letters or parcels addressed to a Member shall be given up to any other person except with the written authority of the addressee.
- 38.2 Letters and parcels addressed to a Member at the Club's premises will not be forwarded and will be disposed of after a seven-day period.
- 38.3 All letters arriving by post for Members staying in the Club shall be delivered to their bedroom.

39. **Telephone Calls received by the Club**

39.1 A Member who is expecting a call should keep Reception and Concierge informed of their movements so that they can be quickly found. Concierge may not leave the entrance hall unattended whilst locating Members.

39.2 All charges for telephone calls, other than those made from bedrooms, must be paid for at Reception or the Concierge Desk.

40. **Items Found on the Club's Premises**

A list of items found on the Club's premises shall be entered into a register. Articles not claimed at the expiration of six months may be disposed of as the CEO sees fit.

41. **Storage of Luggage**

41.1 Luggage shall not be left in the entrance hall or in any of the public rooms of the Club but shall be taken immediately on arrival to the guest's bedroom or to the luggage room in the basement if space is available, for a short period at the owner's risk. Priority is given to Members who are resident in the Club's premises.

41.2 Luggage may be left in the luggage room for no longer than ten days, except with the CEO's permission. After this time, items will be disposed of following suitable notice given to the owner.

42. **Bags, Briefcases and Outdoor Clothing**

42.1 Bags (other than handbags), briefcases and rucksacks shall not be brought into any public room with the exception of those rooms designated for business use. They shall be left in the Cloakroom in the Crush Hall or outside the Dining Room.

42.2 Outdoor clothing such as coats, scarfs and hats, if not being worn shall be left in the Cloakroom in the Crush Hall or outside the Dining Room.

42.3 Items of value may also be deposited at the Porters' Desk for safekeeping.

43. **Members' Cars**

The Club's employees cannot be held responsible for a Member's car parked outside the Club; neither for their safety from theft nor infringement of parking regulations.

44. **Member Suggestions**

Members wishing to put forward suggestions should do so in writing to the CEO or by completing and submitting a comments sheet available from the Crush Hall.

45. **Complaints**

45.1 Complaints regarding any aspect of the Club are to be made to the CEO, and details of how to do this can be found on the Club's website.

45.2 The process to complain about fellow Members or the Club's employees can be found on the Club's website and should be followed.

45.3 The conduct of the Club's employees is in no case to be made a matter of reprimand by any Member, including Council Members, but should be referred to the CEO. If the matter relates to the conduct of the CEO, this should be referred to Council Chair.

46. **Club Employees**

No Member shall intimate or give cause to intimate to any of the Club's employee their willingness to take the employee into their employment. A Member desiring the services of any employee outside the Club premises must make application to the CEO but permission will only be granted in exceptional circumstances.

47. **Gratuities**

Members are strictly forbidden to offer any gratuity to the Club employees (with the exception of Luggage Porters.)

48. **Liability**

48.1 The Club shall not be liable for any loss or damage to property suffered by any Member or guest (including any employee or agent of a Member or guest) or any other liability that cannot be excluded by law.

48.2 Articles of value may, on application to the Duty Manager, be deposited in a safe on the Club's premises however any such deposits are made entirely at the Member's or guest's own risk.

49. **Removal of Property**

No chattel, fixture or fitting belonging to the Club may be disposed of without the agreement of Council.

50. **Jurisdiction and Governing Law**

These Rules are governed by English law and a Member can bring legal proceedings in respect of these Rules in the English courts.