



BOWOOD
HOTEL, SPA AND GOLF RESORT

The Spa at Bowood

Membership Fees 2018/2019

Joining Fee £150

Initial fee only, (required in advance).
Payment by cash, cheque or credit/debit card.

Gold Plus Joint Membership (26 years +) £195 per month

Includes one PT session per person per week

Gold Plus Single Membership (26 years +) £125 per month

Includes one PT Session per week

Gold Joint Membership (26 years +) £150 per month

Gold Single Membership (26 years +) £96 per month

Silver Membership (26 years +) £70 per month

Monday to Friday: 9:00am-5:00pm.

Bronze Membership (19 - 25 years) £59 per month

Junior Membership (4 - 18 years) £27 per month

Junior Swimming Times: (not applicable to 16-18 yrs)

8:30am - 10:00am and 3:45pm - 5:00pm seven days a week.

Complimentary access to juniors under 4 during junior swimming times.

• **15% discount on these rates for payment by annual direct debit.**

Payment required by monthly or annual direct debit, cash, cheque or credit/debit card.

Levy Scheme (optional*) £120 per year

Why not join our Bowood Levy Scheme, entitling you to a generous 15% discount on all food and drink in the Spa Bar, Shelburne Bar & Restaurant and Clubhouse Brasserie.

We respectfully request that all juniors vacate The Spa within 15 minutes of the junior access times coming to an end. Juniors under 14 must be accompanied by an adult member or full paying adult guest at all times when in The Spa. Only over 16's are permitted to use the Gym, Rock Sauna and Crystal Steam Room.

Prices are inclusive of VAT at the current rate.

Tel: 01249 823 883 Email: spamembership@bowood.org

www.bowood.org/membership

Membership Benefits:

Full use of The Spa facilities (excluding treatments).

One complimentary 1-1 Personal Training (PT) session per week. **(Gold Plus Members only).**

15% discount on all health and beauty treatments and beauty retail products.

Double discount (30%) on Tuesdays and late night availability until 7:30pm.

Guest passes to bring your friends and family to use the facilities for free (4 per membership year).

Option to purchase 5 guest passes for £100 for use of the spa facilities (these can be purchased by the member and passed on to friends and family).

Free entry to Bowood House & Gardens (April - November) - card holder only.

Free entry to Woodland Gardens during opening season - card holder only.

Promotional vouchers for use throughout the Bowood Resort.



Terms and Conditions of Spa Membership

1. Membership Application

Applying for membership implies acceptance of these terms and conditions.

- i) Each person applying to become a member of The Spa shall complete the standard application form and pay the joining fee in force at that time.
- ii) Prospective members must complete the health screening questionnaire and have their photo taken for The Spa entry system.

2. Membership Payment

- i) Annual Direct Debit: by electing to pay a subscription by annual direct debit a member qualifies for a 15% discount off the monthly subscription rate and therefore is required to commit to a contractual agreement for the duration of the current membership year. No part refunds of an annual payment shall be given. (Annual payment can also be made by cash, cheque or credit).
- ii) Bowood reserves the right to make changes to membership prices at any point.
- iii) Monthly Direct Debit: by electing to pay a subscription by monthly direct debit, a member is required to commit to a contractual agreement of a minimum of 6 months which incorporates a 3 month notice period.
- iv) If the direct debit fails, The Spa reserves the right to request immediate payment by cheque, cash or credit card for all outstanding fees. In such cases, the direct debit facility will be withdrawn.
- v) Joining Fee - This is non-refundable.
- vi) Joint Membership: both members must reside at the same home address and direct debit payments must be collected from the same bank account.

3. Structure & Policy

- i) The Proprietor of Bowood Hotel, Spa and Golf Resort is the Marquis of Lansdowne.
- ii) Management: comprises of the Proprietor and General Manager, who meet as and when necessary to decide the affairs of The Spa; may add to, repeal and amend the terms and conditions as may be necessary for the efficient and harmonious running of The Spa; shall have the sole authority for the interpretation of all Spa rules; reserves the right to suspend or expel any person if they abuse the rules or display inappropriate behaviour.
- iii) Membership of The Spa also includes free entry to Bowood House, Grounds and Woodland Gardens during the season on presentation of membership card (member only). Excludes special events.
- iv) The Spa shall be open at such hours as the management determines.
- v) All members must present their Spa membership card and register at The Spa reception prior to using the facilities.
- vi) The member's card remains the property of Bowood Hotel, Spa and Golf Resort. Members must report the loss of a membership card to The Spa. There is a charge of £5 to replace a lost, stolen or damaged card.
- vii) Management may close The Spa to meet prevailing circumstances but will always try to give sufficient notice of its intentions.
- viii) Anyone wishing to file a complaint about any aspect of running The Spa must do so to the General Manager.
- ix) No person is permitted to bring food or drink into the premises.

- x) Whilst lockers are available, members, residents and their guests are advised not to leave money or valuables in The Spa. Bowood does not accept liability for the loss, theft or damage for such items.
- xi) Bowood, its agents or servants shall not be held responsible for any claims for loss or damage to property or for any injuries sustained by those visiting the premises.
- xii) Membership does not infer the right to use Bowood Hotel, Spa and Golf Resort for non-Spa activities such as walking, jogging or cycling except as permitted on acknowledged public footpaths.
- xiii) Dogs are not permitted in The Spa or associated environs.
- xiv) Members will receive 4 complimentary guest passes per membership year.
- xv) Silver membership permits use of The Spa, Monday to Friday from 9am until 5pm.
- xvi) A 20% deposit is required on booking treatments and no-shows to arranged gym sessions will result in booking restrictions.

4. Junior Members

- i) Juniors under the age of 14 must be accompanied by an adult member or full paying adult guest at all times when in The Spa.
- ii) *14-16 years do not need to be accompanied by an adult member or full paying adult guest, however do have to adhere to the junior swimming times.
*16-18 years do not need to be accompanied by an adult, are not restricted to the junior swimming times and are allowed access to the gym.
- iii) The following minimum ages apply in The Spa:
Gym - 16 years
Rock Sauna and Crystal Steam Rooms - 16 years.
Jacuzzi - 16 years.
- iv) Junior access times to the pool are as follows: 8:30am-10:00am, 3:45pm - 5:00pm, 7 days a week. We respectfully request that all juniors vacate The Spa within 15 minutes of the junior access times coming to an end.

5. Food & Beverage Levy

- i) Members subscribing to the Levy Scheme will benefit from a 15% discount applicable to food and beverage purchases within the Clubhouse Brasserie, Shelburne Restaurant and Shelburne Bar. Levy holders also receive discount on purchases from the halfway house. Other discounts will be available throughout the season as published/advertised.
- ii) The Levy is available to all members. To subscribe, an initial payment of £120 inclusive of VAT, is due on 1st April 2018. Those wishing to subscribe must do so by emailing spamembership@bowood.org. If joining the levy during the season a sum equivalent to £10 per month for the remaining months of the year is payable.
- iii) Monies will be held on each individual account to spend throughout the year. 'Top ups' in £20 denominations can be made at any food and beverage point of sale terminal, at any time during the year.
- iv) To obtain the 15% discount, all purchases must be accompanied by the membership swipe card. The till receipt will automatically show the balance of the members' account after each sales transaction.
- v) The card may only be used by the member, whose signature appears on the reverse side.

- vi) On 31st March 2019, funds remaining in credit on the account cannot be carried forward to the following season, unless the original £120 has been spent and 'top ups' have been made. Carrying forward a credit does not remove the need to pay a further £120 at the start of the new membership year.
- vii) No refund of levy payments or top ups will be made on cessation of membership.
- viii) Those not subscribing to the Levy Scheme will be charged at the full-published rates for all purchases.

6. Health & Safety

- i) Specific instructions for use of all leisure facilities are posted on The Spa notice board. These must be strictly adhered to and Bowood accepts no liability for members' failure to observe these instructions and accordingly use of these facilities will be solely at the risk of members.
- ii) The Spa must be vacated when requested by management or on the sound of the fire alarms.
- iii) All persons who use The Spa do so on the express basis that the use is at their own risk.
- iv) It is recommended that members seek medical advice before undertaking any exercise in The Spa if a medical condition is known of.
- v) Bowood accepts no liability for any illness, injury, over-exertion, precipitation or aggravation of a medical condition caused by use of The Spa by members, guests or hotel residents.
- vi) Bowood reserves the right to approach any member who appears to be causing a disturbance to other users of The Spa, or appears to be under the influence of alcohol or drugs, and requires such person to leave The Spa area.
- vii) Nothing in these terms and conditions of The Spa shall limit or exclude Bowood's liability to members or guests for death or personal injury caused by Bowood's proven negligence.

7. Membership Resignation, Renewal, Termination

- i) Membership is automatically renewed on 1st April each year. No refunds of paid annual memberships will be made should a member choose to resign.
- ii) Monthly contracts continue indefinitely unless notice of resignation is received.
- iii) Any member who wishes to resign must notify The Spa in writing. The notice period is three months. Lapsed members may re-instate membership within 12 months of resignation without payment of a joining fee. After 12 months from resignation a full joining fee will be required.
- iv) Renewing membership implies acceptance of these terms and conditions.
- v) Membership is not transferable.
- vi) Bowood may terminate the membership, without liability to the member at anytime, for any reason.
- vii) Membership continues indefinitely unless notice of termination is received. Membership is for a minimum of 6 months which incorporates a 3 month notice period.

Please keep a copy of this document for your records.

The Spa Membership Application Form

Membership Category

Gold Plus Joint Gold Plus Single Gold Joint Gold Single

Silver Bronze Junior

Do you wish to join the Levy Scheme: Yes No

Title: First name:

Surname:

Home address:

..... Postcode:

Home telephone: Mobile telephone:

Date of birth: Email:

(Please complete so that we can keep you up to date with any news from Bowood or special offers).

Payment Type

Annual Monthly Credit/
Direct Debit Direct Debit Cash Cheque Debit Card

(Please complete direct debit form overleaf to pay by direct debit. Please make cheques payable to Bowood Golf and Country Club).

I have read the terms and conditions of membership at The Spa at Bowood and wish to become a member. Please tick

Signature:

Print name:

Date:

How did you hear of the The Spa at Bowood?

Website: Recommendation:

Local advertising: Email:

Other (Please state):

Please turn over

Full name:

Address:

..... Postcode:

Tel no:

Email:

Name(s) of account holder(s):

Annual payment Monthly payment

Branch Sort Code:

Bank / Building Society Account Number:

Name of your bank / building society:

.....

Originators Identification Number: **911196**
(For Bowood official use only)

Instructions to your Bank/Building Society

Please pay Bowood Hotel, Spa and Golf Resort Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Bowood and, if so, details will be passed electronically to my Bank / Building Society.

Signature: Date:

The Direct Debit Guarantee
This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the scheme is monitored and protected by your own Bank or Building Society.
If the amounts to be paid or the payment dates change, Bowood Hotel, Spa and Golf Resort will notify you 14 working days in advance of your account being debited or otherwise agreed. If an error is made by Bowood Hotel, Spa and Golf Resort or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.

How to Cancel a Direct Debit
You can cancel a Direct Debit at anytime. Just write to your Bank or Building Society and send a copy to us. Tell them:
1. Our Name
2. The Name(s) of the Account Holder(s)
3. Your Branch Sort Code
4. Your Bank / Building Society Account Number
5. Your Reference Number with us
6. The amount of the payment (if you know).