

GLENEAGLES

Townhouse

Gleneagles Townhouse isn't a place for stuffy rules and regulations, but we do have some to safeguard and maintain the best experience for all our members.



Rules of Membership

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1. CLUB NAME & LOCATION

1.1 This document sets out the rules of membership for members of the members club (referred to hereafter as “Gleneagles Townhouse” or “the Club”) which is located at 39 St Andrew Square, Edinburgh, EH2 1GF (“the premises”).

2. OBJECTS OF GLENEAGLES TOWNHOUSE

2.1 The objects of Gleneagles Townhouse are the provision of leisure and hospitality facilities and services for the exclusive use and social interaction of members and their guests.

3. OWNERSHIP & KEY PRINCIPLES

3.1 Gleneagles Townhouse is a proprietary private members club owned and operated by Gleneagles Townhouse Edinburgh Limited (“the Company”), a private limited company incorporated in Scotland. The Company also owns and operates a hotel (“Gleneagles Townhouse Hotel”), and bars, restaurants, and other facilities in the premises. The Company is responsible for the provision of the Club’s facilities and services as more fully described in Schedule Part 1 of these Rules of Membership and for the cost of these operations.

3.2 Membership of the Club corresponds to periods of one year. Membership does not entitle members to own or participate in any shares, voting or other shareholder matters of Gleneagles Townhouse or the Company.

3.3 Membership of Gleneagles Townhouse provides members with access to certain exclusive facilities, services and benefits in the premises as set out in Schedule Part 1 of these Rules of Membership.

3.4 Gleneagles Townhouse Hotel residents will be classed as temporary members of the Club for the duration of their stay in the Gleneagles Townhouse Hotel and will have access to certain areas reserved exclusively for members, as set out in Schedule Part 1.

3.5 The Company sits in the same group of companies as Gleneagles Hotels Limited which owns and operates The Gleneagles Hotel, Auchterarder, Perthshire, PH3 1NF (“The Gleneagles Hotel”). Membership of Gleneagles Townhouse confers certain benefits and privileges relating to The Gleneagles Hotel, as set out in Schedule Part 1 of these Rules of Membership.

3.6 The Company is responsible for the provision of facilities and services as set out in the Rules of Membership and for bearing the cost of these operations.

3.7 Members shall not have any financial liability for the operation of the Club by reason of their membership in Gleneagles Townhouse. Each member’s financial responsibility is limited to payment of the initial joining fee and annual membership fees, payment for items or services consumed by the member and member’s guests, and where applicable, payment for the repair and/or replacement costs of any article or property of the Company or the Club damaged, destroyed or lost by the member or its guest(s) and/or making good any other damages caused by the member or its guests for which the member is responsible.

3.8 These Rules of Membership may be amended from time to time by Gleneagles Townhouse. The latest version of these Rules of Membership will be made available on request and published on gleneaglestownhouse.com.

3.9 The Rules of Membership should be read in conjunction with the member application, which together form the membership contract.

4. DIRECTION & MANAGEMENT

4.1 Responsibility for the direction and management of Gleneagles Townhouse rests with the directors of the Company, supported by the management team appointed by the Company.

4.2 Members will not participate in the direction and management of Gleneagles Townhouse unless appointed by the Company. Any such appointments will be on a temporary basis and may be concluded upon notice given by the Company.

4.3 Primary contacts within the Gleneagles Townhouse management for members are the General Manager and Membership, who are contactable at alberto.pelaez@gleneaglestownhouse.com (General Manager) and membership@gleneaglestownhouse.com.

4.4 A Membership Committee will be formed by Gleneagles Townhouse with the responsibility of considering and administering applications for new memberships and invitations for membership renewals. Gleneagles Townhouse is responsible for determining appointments to and periods of tenure on the Membership Committee.

5. MEMBERSHIPS

5.1 The following categories of membership are available:

- (a) Gleneagles Townhouse member: member must be 33 years of age or above on the date the member's membership application is accepted, or on the date of the commencement of any subsequent membership year.
- (b) Under 33 member: member must be below 33 years of age and age 18 or above on the date the member's membership application is accepted, or on the date of the commencement of any subsequent membership year.
- (c) Dual member: members who also have a current membership at The Gleneagles Hotel club or for golf.
- (d) Honorary member: members who have been invited by the Company or Gleneagles Townhouse to join the Club in this category of membership at the sole discretion of Gleneagles Townhouse.
- (e) Temporary member: Gleneagles Townhouse Hotel residents for the duration of their stay in Gleneagles Townhouse Hotel.

5.2 Gleneagles Townhouse may from time to time add, remove or change categories of membership.

5.3 Benefits of memberships are set out in the Schedule Part 1, which may be amended from time to time at the discretion of Gleneagles Townhouse. With the exception of Temporary members and Under 33 members, each membership category will enjoy equal benefits of membership.

5.4 Memberships are personal to the member, and members may not transfer, assign or share member's membership or the benefits of membership to any other person.

5.5 Gleneagles Townhouse is available for use by all members. Where a member is over-using the facilities, the Membership Team may ask the member to regulate their use for the benefit of all members.

6. MEMBERSHIP APPLICATION & ELECTION

6.1 Individuals who wish to become a member of Gleneagles Townhouse must first complete and submit an application form. By completing and submitting an application for membership the applicant agrees, should the member's application be successful, to be bound by the terms of these Gleneagles Townhouse Rules of Membership. Application forms are available at gleneaglestownhouse.com. An applicant may withdraw their application at any time prior to acceptance by contacting membership@gleneaglestownhouse.com.

6.2 Membership applicants must be aged 18 or above.

6.3 Membership applications will be considered by the Membership Committee, which has sole discretion to determine whether applications are, or are not, successful. A candidate for membership may be asked to meet with a member of the Gleneagles Townhouse management team prior to their application being considered by the Membership Committee.

6.4 The Membership Committee will comply with all applicable laws in determining whether to accept or reject an application for membership, and in deciding any other matters specified in these Rules of Membership that are subject to the Membership Committee's and/or the Company's discretion.

6.5 Applications for membership to Gleneagles Townhouse may be made directly without an invitation or, alternatively, applications may be supported by an invitation from an existing member.

6.6 If an application is successful, the Membership Team will confirm this in writing or by email to the applicant, who will then become a member of Gleneagles Townhouse following payment of the applicable joining and annual membership fees (or instalments thereof). From the date payment is made, the member will be entitled to the benefits and privileges of membership and be bound by the terms of the Rules of Membership of Gleneagles Townhouse. Should an application for membership to Gleneagles Townhouse be unsuccessful the Membership Team will confirm this to the applicant in writing and no reason may be given to the applicant.

7. MEMBERSHIP RENEWAL

7.1 Membership is for a period of one year and is renewable thereafter on an annual basis. Membership renewals are not automatic and are subject to an invitation to renew by Gleneagles Townhouse in its sole discretion (subject to Section 6.4 of these Rules of Membership).

7.2 The first renewal will take effect on the first day of the month following twelve months after the day of joining. Subsequent renewals will be effective on the first day of the same month in subsequent years.

7.3 Invitations to renew will be issued prior to the end of the current membership year applicable to a member. Full or part payment for the following year's membership indicates acceptance by the member of the invitation to renew for a further year. Members should confirm to the Membership Team promptly in writing or by email if they wish to resign / do not wish to renew their membership.

8. MEMBERSHIP PAYMENT

8.1 Following election as a new member, the member shall pay to Gleneagles Townhouse any applicable joining fee together with the then current membership fee for the first year's membership. Where a member wishes to continue their membership following an invitation by Gleneagles Townhouse to renew, the member shall pay to Gleneagles Townhouse the then current membership fee for the immediately following year. All payments shall be made within the time periods set out in Section 8.3 of these Rules of Membership.

8.2 Membership benefits may only be enjoyed following payment of applicable membership fees.

8.3 The joining fee is payable in full in advance and the annual membership fee may be paid annually in advance or in monthly instalments by direct debit to such account as Gleneagles Townhouse directs from time to time. Payment by monthly direct debit will be subject to a 5% surcharge. If the direct debit is removed by the member, the member must either immediately (i) establish a new working direct debit, or (ii) pay the remaining portion of the annual membership fee.

8.4 Membership joining fees and annual membership fees are set by Gleneagles Townhouse which may be amended at any time. Renewing members will be notified of any such amended annual membership amounts upon invitation to renew, and the new annual membership fees will apply in respect of such renewal.

8.5 Failure by the member to pay any applicable membership fee (or any instalment thereof) for a period of one month following the due date shall constitute a material breach of these Rules of Membership and may result, in the discretion of Gleneagles Townhouse, in suspension or cancellation of the membership. In such instance, if the defaulting member wishes to retain their membership at the Club, Gleneagles Townhouse may in its sole discretion require the defaulting member to reapply for membership and pay an additional joining fee and/or the annual membership fee in full before reinstating the member's membership.

8.6 Gleneagles Townhouse reserves the right to partly or fully waive annual membership fees for a period of time in such circumstances as it may determine from time to time in its sole discretion.

9. FREEZING OF MEMBERSHIP

9.1 A member may freeze their membership once throughout the lifetime of their membership. The length of the freeze is one year, applicable from the annual renewal date only, and cannot be extended nor shortened. If the member wishes to reactivate their membership within this timeframe, payment of the member's membership fee will be backdated to their original renewal date with the full amount due and the annual renewal date remaining the same for the following year.

9.2 Members may request their membership to be frozen for exceptional reasons (such as a prolonged period of ill health). Gleneagles Townhouse may accept such requests in its sole discretion, and will notify the member in writing of its decision, specifying the effective date from, and the period during which, the membership will be frozen. During any period when a membership is frozen, membership benefits cannot be enjoyed and fees will not be due.

10. RESIGNATION OF MEMBERSHIP BY THE MEMBER

10.1 A member may resign from membership of Gleneagles Townhouse by providing written notice to the Head of Membership. This must be submitted prior to a member's annual renewal date and memberships can only be terminated from this date for the following year's membership fees.

10.2 Resignation does not entitle the resigning member to any reimbursement of joining fees or annual membership fees paid in advance, or relieve the member from paying any unpaid membership fees relating to the current membership year (including any unpaid direct debit or instalment payments for such year). All unpaid annual membership fees, together with any other outstanding charges, shall on the effective date of such resignation become immediately due and payable in full to Gleneagles Townhouse by the member.

10.3 Should a membership be terminated due to non-payment of their membership fee and a member wishes to reinstate their membership within 1-year of termination, the payment will be backdated to their original renewal date with the full amount due and the annual renewal date remaining the same for the following year..

11. SUSPENSION & CANCELLATION OF MEMBERSHIP BY GLENEAGLES TOWNHOUSE

11.1 Material and/or persistent breach of the Rules of Membership (including the Conduct and Etiquette provisions in Part 2 of Schedule 1) by a member or a guest of a member may result in suspension or cancellation of membership at the discretion of Gleneagles Townhouse. Non-payment of membership fees or any other sums due to Gleneagles Townhouse by their due date represents a material breach of the Rules of Membership.

11.2 During any period of suspension, the suspended member will be unable to enjoy the benefits of membership and no joining or membership fees shall be returned or refunded. Suspended members may not visit the premises as a guest of another member. Gleneagles Townhouse will determine in its sole discretion when any period of suspension comes to an end.

11.3 Upon cancellation of any membership, joining fees shall not be refunded. However, Gleneagles Townhouse may, in its sole discretion, refund on a pro rata basis, a portion of any unused, prepaid annual membership fees. All other outstanding charges will be immediately due upon cancellation of membership.

11.4 A member whose membership has been cancelled may not apply again to become a member of Gleneagles Townhouse and may not visit the premises as a guest of another member.

12. FACILITIES & SERVICES

12.1 The facilities, services and benefits available to members are set out in Schedule Part 1. Gleneagles Townhouse reserves its right to change, withdraw and/or enhance any or all of the facilities, services and/or benefits from time to time.

12.2 Gleneagles Townhouse may from time to time close all or part of the facilities or withdraw or suspend any or all of the services or benefits to members and their guests, including for private events, essential refurbishment, maintenance or repair, and/or to comply with any legal or operational requirements. When facilities or services are closed, Gleneagles Townhouse will use its reasonable endeavours to reinstate them as soon as reasonably practicable.

12.3 Gleneagles Townhouse may place limitations on use by members and their guests of facilities in order to control capacity of spaces within the premises. This may include limitations on the number of member guests permitted on the premises.

12.4 Use of any of the gym or fitness equipment, or other facilities available at Gleneagles Townhouse is entirely at the risk of the member.

12.5 Members should only use gym or other equipment at the premises, or undertake any activity at Gleneagles Townhouse, if they are satisfied that they are competent to do so in a safe and proper manner. Prior to using any facilities or equipment at the premises, members should complete a health questionnaire and any training or other requirements of Gleneagles Townhouse or the Company in order to confirm that they are in good health and sufficiently fit and healthy to use the gym equipment and other facilities at the premises.

12.6 Members should take care to safeguard their own health and safety and that of others when using gym, fitness equipment or other facilities at the premises. Subject to Section 17 of these Rules of Membership, members are solely responsible for all loss, liability, damage or injury caused to themselves, their guests, other persons, or to the equipment and/or facilities arising as a result of such member's or its guest's unsafe or improper use. This includes use of equipment or facilities while under the influence of alcohol, drugs or medication, or failure to advise Gleneagles Townhouse of any medical condition relevant to the use of the equipment or facilities.

12.7 Members and their guests are solely responsible for any personal items or property they bring onto the premises and such items and property shall be entirely at the risk of the members and/or their guests.

13. PERSONAL INFORMATION

13.1 Each Member acknowledges, consents and agrees that Gleneagles Townhouse will hold and maintain a membership list containing the names, contact details and such other personal information (including member's photograph and bank payment details) as necessary to administer and provide the facilities, services and benefits in connection with membership and the Club's legitimate interests.

13.2 Each member warrants and represents the accuracy of the information it provides to Gleneagles Townhouse. Members must provide updates to Gleneagles Townhouse of any changes to member's address or payment details, or other information Gleneagles Townhouse requires to administer membership benefits and services.

13.3 The Company and Gleneagles Townhouse are committed to ensuring the privacy and security of member personal data. For the safety and security of members, guests and other occupants of the premises Gleneagles Townhouse has put in place certain physical, digital and managerial processes and procedures, including:

13.3.1 closed circuit television in public areas across Gleneagles Townhouse; and

13.3.2 a membership card system that has certain functionality allowing Gleneagles Townhouse to identify when members enter or leave the premises and to identify their location whilst on the premises.

13.4 The Company and Gleneagles Townhouse shall comply with all applicable data protection and privacy laws in their processing of personal data. Details of the nature and type of personal information Gleneagles Townhouse may hold, how this information may be used, and members' rights in respect of its personal data can be found in the Gleneagles Townhouse privacy policy which is available here: gleneaglestownhouse.com.

14. CONDUCT OF MEMBERS

14.1 Members are required to comply with the Conduct and Etiquette relating to membership of Gleneagles Townhouse, as set out in Schedule Part 2.

14.2 Members introducing guests to the premises shall make their guests aware of these Rules of Membership and the Conduct and Etiquette requirements set out in Schedule Part 1 and 2. Members are wholly and exclusively responsible at all times for the conduct of their guests while at the premises.

14.3 Each member shall be fully responsible for repairing, replacing and/or otherwise making good any and all loss, damage or destruction to any article or property of the Company, Gleneagles Townhouse or of any other member, guest or other occupant of the premises caused by such member or member's guests.

14.4 Material and/or persistent breach by a member or member's guests of the Conduct and Etiquette obligations set out in Schedule Part 2 may result in suspension or cancellation of that member's membership, at the sole discretion of Gleneagles Townhouse.

15. INTELLECTUAL PROPERTY

15.1 Members and their guests shall not copy, reproduce, display or use (or authorise others to do the same) the names, logos, get-up, trade marks (registered or unregistered), trade dress, photographs, or other identifying features of Gleneagles Townhouse, the premises (including Gleneagles Townhouse Hotel and the bars, restaurants and other facilities operated at the premises) and/ or The Gleneagles Hotel and its premises (together the “Gleneagles Marks”) without first obtaining the specific prior written approval of Gleneagles Townhouse as to the specific and limited use.

15.2 The Gleneagles Marks are owned by the Company or its affiliates. Club membership does not confer on members any licence or rights to use, or ownership interests in, the Gleneagles Marks.

16. LIABILITY

16.1 Save in respect of fraud, death or personal injury to a member or guest caused by the negligence of Gleneagles Townhouse, or any other matter that cannot be limited or excluded at law, Gleneagles Townhouse excludes to the fullest extent permitted at law, liability for any loss, damage or injury arising out of these Rules of Membership and/or members’ membership in the Club or use of the premises and/or facilities, howsoever caused, whether arising in negligence, delict, tort, breach of contract, breach of warranty or statutory duty.

16.2 Gleneagles Townhouse accepts no responsibility for any items or property brought onto the premises by members or guests and, as set out in Section 12.7, such items and property shall be entirely at the risk of the members and/or their guests.

17. FORCE MAJEURE

17.1 Gleneagles Townhouse shall not be obliged to perform any obligations under membership agreements if such performance is impossible, substantially more difficult or delayed as a result of: Acts, Orders or Regulations issued by central or local government, industrial disputes (whether official or unofficial), terrorism, war, hostilities, pandemics, riots, flood, fire, accident, act of God, epidemic, failure or shortage of supplies, emergency maintenance to the Gleneagles Townhouse, or from any other cause, event or occurrence which Gleneagles Townhouse is either unable to prevent or could not reasonably expect to prevent having due regard to its interests (a force majeure event). Gleneagles Townhouse shall not be liable for any loss, damage, cost or delay arising from or as a result of such non-performance.

18. OTHER IMPORTANT CONDITIONS

18.1 Complaints should be made promptly to management on duty in the relevant area and may also be made in writing to the Head of Membership. Any questions relating to these Rules of Membership (including their application and/or interpretation) should also be referred to the Head of Membership.

18.2 In the event of any dispute arising as to the meaning or interpretation of these Rules of Membership or any other matter relating to the operation of Gleneagles Townhouse, the matter shall be referred to the General Manager or the Head of Membership of Gleneagles Townhouse, who will consider the matter and revert as soon as reasonably practicable.

18.3 In the event of dissolution of Gleneagles Townhouse or the Company, the members shall have no right to or claim upon any property of Gleneagles Townhouse or the Company, or be required to share in any discharge of its liabilities, and shall not be entitled to any refund of joining fees or annual membership fees.

18.4 If a court finds any part of this Rules of Membership to be unlawful, the remainder will continue in full force.

18.5 If Gleneagles Townhouse delays pursuing any actions under this Rules of Membership, this does not prevent it from doing so at a later date.

18.6 These Rules of Membership, together with the applicable membership application, constitute the entire agreement between Gleneagles Townhouse/the Company and the member, and supersedes all previous discussions, arrangements and understandings, whether oral or written, between them. Member agrees that in entering into the membership agreement and accepting membership in the Club, member has not relied on any statements, representations or undertakings (whether express or implied) of Gleneagles Townhouse. Nothing in these Rules of Membership will limit or exclude any liability for fraud or fraudulent misrepresentation.

18.7 In the event of any conflict between these Rules of Membership and any other documents, information or materials (including any website), these Rules of Membership shall prevail.

18.8 These rules shall be governed and construed in accordance with Scots law and each member agrees to submit to the exclusive jurisdiction of the courts of Scotland.

SCHEDULE, PART 1 : BENEFITS OF MEMBERSHIP

BENEFITS TO MEMBERS

A . Benefits available to Gleneagles Townhouse members, Under 33 members, Dual members and Honorary members are as follows:

1. Exclusive members' access to the following facilities, bars and restaurants:

- The Strong Rooms gym, treatment rooms and classes (note some classes and treatments will have a supplementary charge)
- The Telling Rooms
- The Note Burning Room
- Lamplighters

Other members' benefits at Gleneagles Townhouse:

- Complimentary coffee and tea in The Telling Rooms
- Priority booking at The Spence
- The right to host private functions in the private dining rooms, subject to availability and maximum numbers

Additional Under 33 member benefits

Under 33 members enjoy all of the benefits available to Gleneagles Townhouse members set out above, plus a 25 per cent discount on all food and drink in all bars and restaurants on bills opened from Sunday 6pm till Tuesday end of day (reservations up to four persons in The Spence. The discount cannot be used for private or member events or on Christmas Day, Boxing Day or New Year's Day).

2. Perks at Gleneagles Townhouse Hotel

- 20% discount off the best available rate for hotel room reservations at Gleneagles Townhouse Hotel, subject to availability. You can book up to two rooms for up to five nights per stay. These rooms can be for you or guests – you do not need to be staying in either of the rooms.
- 10% discount on retail items.

Member programme

- Exclusive access to member events and activities

3. Perks at The Gleneagles Hotel

- Up to 30% discount off the best available rate for room reservations at The Gleneagles Hotel with maximum advance booking of 28 days, subject to availability. A member may also book up to three guest rooms at this discounted rate to coincide with the member booking. You must stay at the same time as your guests. This remains subject to availability.
- 10% discount on retail items (excluding Mappin & Webb and Dunhill)
- Access to Gleneagles gym and pools at members' guest rates
- Complimentary access to the Golf Academy & driving range and 9-hole Wee Course

4 . The benefits available to Temporary members are as follows:

- Exclusive access to The Strong Rooms gym, treatment rooms and classes (some will have a supplementary charge)
- Exclusive access to Lamplighters.

GUESTS OF MEMBERS

Each member can introduce up to three guests (who must be aged eighteen or over) at any one time to the The Telling Rooms, Note Burning Room and Lamplighters. Members should always accompany their guests and are responsible for their behaviour. Guests may also accompany members to The Strong Rooms but guest access to this area is limited to where a treatment has been pre-booked.

Members may be accompanied by guests under the age of eighteen; however, access for guests under the age of eighteen is limited to the public spaces in the premises.

Gleneagles Townhouse reserves its right to limit or exclude guests from certain areas of the premises during special events or private functions.

INVITATION OF NEW MEMBERS

Members may recommend and propose friends to become members of Gleneagles Townhouse and may contact the Membership Team directly for this.

SCHEDULE, PART 2 : CONDUCT & ETIQUETTE

1. GENERAL CONDUCT

Members and their guests shall conduct themselves with decorum at all times and in a manner that is reflective of the prestige and reputation of Gleneagles Townhouse and The Gleneagles Hotel. Members and their guests, including at private events, should treat other members, guests and staff with respect and should not carry on any activity which is likely to, or does, in the opinion of Gleneagles Townhouse adversely affect the prestige or reputation of Gleneagles Townhouse, The Gleneagles Hotel or the Company or which infringes any rights of Gleneagles Townhouse or the Company. Such conduct may include inappropriate (including excessive bad language, shouting or indecent behaviour), violent, or abusive behaviour, consumption of excessive alcohol, or the disclosure or communication of confidential information (including information concerning internal affairs, members or their guests at Gleneagles Townhouse premises) to the media.

Communications by members concerning Gleneagles Townhouse should be positive in nature and should support and promote the interests of Gleneagles Townhouse and its members.

Gleneagles Townhouse reserves its right to (i) order the immediate withdrawal from the premises of any member or member's guests who violate this Conduct and Etiquette code; and/or (ii) suspend or cancel the membership of any member who violates this Conduct and Etiquette code. Any withdrawn, suspended or cancelled member shall have no right to re-enter the premises or enjoy member benefits unless and until (in respect of withdrawn and suspended members), Gleneagles Townhouse notifies such member that the requirement to withdraw or period of suspension has expired and/or been lifted.

2. DRESS CODE

The environment at Gleneagles Townhouse is friendly and relaxed there is no specific dress code except that members are expected to maintain a reasonable standard of dress, be clean and tidy and not wear clothing likely to be considered offensive to other members and guests.

Members and their guests should not wear their gym clothes in The Note Burning Room, The Telling Rooms and Lamplighters.

3. MEMBERSHIP CARDS

Each member will be given a membership card. Members should present their membership card upon entering the premises, or bars and restaurants at The Gleneagles Hotel, and sitting down to eat or drink in an area of Gleneagles Townhouse reserved exclusively to members and guests, or when otherwise reasonably requested by Gleneagles Townhouse or The Gleneagles Hotel (as applicable) staff.

Membership cards will remain the property of Gleneagles Townhouse and must be returned to Gleneagles Townhouse on termination or expiry of the membership. Members should not allow use of their membership card by any other person.

Members should notify Gleneagles Townhouse promptly if their membership card is lost or stolen.

4. ENTERING & LEAVING

Members and their guests should enter and leave Gleneagles Townhouse quietly in consideration of the neighbours.

5. RESTAURANT BOOKINGS

Members and their guests should make every effort to arrive promptly for their restaurant bookings. Gleneagles Townhouse may cancel reservations for bookings that have not arrived within fifteen minutes of the reserved time. If running late the member should call the restaurant and where practicable (depending on the volume of bookings, availability and staff and restaurant capacity) efforts will be made to hold the reservation, although this is not guaranteed.

The Note Burning Room, The Telling Rooms and Lamplighters will not take reservations and will operate on a first-come-first serve basis.

6. FOOD & DRINK

Members may bring their own wine into The Spence subject to a corkage fee. Otherwise, and unless medically necessary and agreed in advance with Gleneagles Townhouse, members may not bring food or drink into Gleneagles Townhouse.

7. SETTLEMENT OF CHARGES

Members should settle all charges for items and services consumed before leaving Gleneagles Townhouse, unless Gleneagles Townhouse has agreed in writing a prior special arrangement with the member, in which case any outstanding balance should be settled within the agreed time period (and where no time period has been agreed, within one month of consumption). Members are responsible for any unsettled charges relating to their guests.

8. PRIVACY FOR MEMBERS/GUESTS

Members and their guests should be courteous and discreet at all times, and respect the space and privacy of others at Gleneagles Townhouse with whom they are not personally acquainted.

9. MOBILE PHONES

Members and their guests may not take or make telephone calls in The Note Burning Room and The Strong Rooms. Mobile devices should be set to silent, meeting or vibrate mode in these areas. Members and their guests are requested not to take or make telephone calls in The Spence. Members will be responsible for advising guests of this restriction.

10. CAMERAS/RECORDING DEVICE

Gleneagles Townhouse acknowledges that member and guest privacy and discretion is important. Accordingly, cameras, video, or other recording devices, whether live-streaming or otherwise and whether on a mobile phone or other medium, may not be used within The Note Burning Room, The Telling Rooms and The Strong Room. Members will be responsible for advising guests of this restriction.

Where the above provision is contravened, Gleneagles Townhouse reserves the right to require the deletion of recorded images and removal of the relevant member and/or guest from the premises.

11. LAPTOP AND TABLETS

The following restrictions apply to use of laptops and tablets:

The Note Burning Room	No use after 4pm
Lamplighters	No use after 6pm
The Strong Rooms	No use

12. PRESS/SOCIAL MEDIA

Unless permitted expressly by Gleneagles Townhouse or the Company in writing, members should not (and will be responsible for ensuring their guests do not) make any public announcements, through social media, to the press or otherwise, concerning other members, guests, or events at Gleneagles Townhouse.

13. DRUGS AND ILLEGAL SUBSTANCES

Non-prescription drugs are not permitted on the premises at any time. Members should not enter the premises whilst under the influence of non-prescription drugs or any other illegal substance.

14. SMOKING

Smoking (including e-cigarettes and vapes) is not permitted inside Gleneagles Townhouse premises at any time. Gleneagles Townhouse may designate certain exterior areas of the premises where smoking is permitted which will be notified to members and these may change from time to time.

15. ANIMALS

Animals are not permitted in Gleneagles Townhouse premises except for certified assistance dogs.
Dogs may occupy Townhouse Hotel bedrooms where a member or guest is staying overnight, subject to a surcharge.

16. ACCIDENTS AND INJURIES AND USE OF FACILITIES

Should a member or guest have an accident or suffer any injury in Gleneagles Townhouse, this should be reported as soon as possible to a member of staff and, in any event, within 24 hours of the incident.
Members should not use the facilities/The Strong Room if they feel unwell or have any health issues without first notifying an appropriate member of staff.

17. SPECIFIC REGULATIONS

Signage may on occasions be displayed relating to specific spaces or events and members should observe regulations displayed on such signage.

18. SPECIAL NEEDS / REQUIREMENTS

Members should notify Gleneagles Townhouse of any disabilities or known allergies or dietary requirements relating to themselves or their guests.