



THE ARTS CLUB

MEMBER GIFT CARD POLICY

All those with an active membership during the time the Club was closed due to the pandemic are being given a gift card, which is available to collect and start using at the Club from 10th September.

The value of your gift card is equivalent to your membership fee over the three-month closure. An additional 15% has been added as gesture of goodwill, in recognition of your loyalty and support.

All members have been contacted via email to confirm the details of their card, including their personal balance. If you have not received this information, please email membership@theartsclub.co.uk, who will be happy to provide further details.

Your personal gift card will be available to collect at the Front Desk from 10th September 2020 onwards. Don't worry, we will keep it safely stored until a time when you are able to visit. If you have made a reservation in advance, your card will be activated and ready on your arrival. Just dropping in? Please bear with us while we activate your card. At busier times, this may not be immediately possible.

Please familiarise yourself with the FAQs and T&Cs detailed below.

FREQUENTLY ASKED QUESTIONS

THERE IS NOT ENOUGH BALANCE TO SETTLE THE BILL,
HOW CAN I SETTLE IN FULL?

The remaining balance will need to be settled with another method of payment.

CAN I REDEEM ON OTHER SERVICES NOT MENTIONED IN
THE TERMS AND CONDITIONS?

The gift card can only be used for settling bills for accommodation and tax, food and beverage, wine, cigars sales and select Lanserhof services. Unfortunately, the card cannot be used for events, private events, cigar related items (accessories), retail items or deposits. The allowance cannot be used for renewing member subscriptions.

CAN I USE THE CARD IN DUBAI?

This gift card will not be redeemable in Dubai.

CAN I TRANSFER MY BALANCE ON TO SOMEONE ELSE'S
GIFT CARD?

The allowance assigned to each Member can only be redeemed by them and no portion of the balance can be transferred to another Member's card.

I LEFT MY CARD AT HOME

We advise that you carry your card with you as the balance is only redeemable when both the card and the named cardholder are present.

I LOST MY CARD

Reception can check your account on the portal and verify your current balance. The card will be deactivated and another card will be provided. A £10 administration charge will be deducted from the remaining balance. The old card, if found, will no longer be usable and should be disposed of.

CAN I TOP UP MY CARD OR SOMEONE ELSE'S?

Unfortunately not with this card which has been provided for this purpose only.

FREQUENTLY ASKED QUESTIONS

HOW CAN I CHECK MY BALANCE?

Your balance can be checked at any time by scanning the unique QR code on the reverse of your card. You will need your 15-digit code and 4-digit pin to access your balance. Alternatively, our reception team will be happy to confirm your balance.

I DON'T RECOGNISE THIS BALANCE, CAN I SEE THE TRANSACTION LIST?

Yes. Please send an enquiry to [email to be provided] and we will provide a statement. Members can only view their own transactions for privacy purposes.

I AM NO LONGER A MEMBER, CAN MY REMAINING BALANCE BE PAID IN CASH?

Unfortunately, as specified in the T&C's published at the time of the card delivery, we are unable to refund any remaining balance. Your balance will expire 31/12/2021.

WHO SHOULD I CONTACT IF I REQUIRE FURTHER INFORMATION ABOUT MY BALANCE OR GIFT CARD?

Your first point of contact is Reception, where we have staff trained on gift card handling. Should the question require further investigation, reception will take your contact details and respond as soon as they are able.

WHERE IS MY DATA STORED AND BY WHOM?

Your data is recorded on a third-party server which is under the control of Brain Behind, an Austrian company specialised in this type of service. Should you wish to view their privacy policy, please [click here](#).

TERMS AND CONDITIONS

1. Your credit expires 31/12/2021
 2. Only current Members with an active status will be eligible for a gift card
 3. If you choose to resign, your gift card will be deactivated the day resignation takes effect, no cash alternative is available
 4. Overdue members' gift cards will not be activated until the renewal fee has been paid. If membership should lapse, the gift card will be frozen and unusable until the renewal fee has been paid. Please note the same expiration date of 31/12/2021 applies and no extensions shall be granted
 5. Gift cards cannot be redeemed for cash or part cash
 6. Gift cards are available for collection from the front desk at The Arts Club. Only the named cardholder can collect their card and a signature will be required. Please ensure you have ID with you
 7. Service Charge cannot be paid using the gift card and payment will need to be made separately
 8. The gift card can be used for full or part payment on all food, beverages, cigars and accommodation at The Arts Club, it cannot be used for event tickets, private events bookings, cigar accessories or service charge
 9. The balance of the gift card cannot be transferred to another person
 10. Lost cards can be replaced, an administration charge of £10 will be deducted from your gift card for this service
 11. Both the named cardholder and the gift card must be present to use the card
 12. The gift card can be used for select treatments and services at Lanserhof at The Arts Club. These are subject to change at the discretion of Lanserhof at The Arts Club. Advanced booking is required, and you must advise that you wish to make part or full payment with your gift card at the time of booking. Treatments include: Antibody Test, Infusions (all from menu), Cryotherapy (all from menu), 3D Body Scan, Movement Analysis (limited to: Runners Check, Spine Check).
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