



# THE ARTS CLUB

## MEMBER GIFT CARD POLICY

All those with an active membership during the most recent government enforced closure will be issued with a gift card. The value of your gift card is equivalent to your membership fee from 01.01.2021 - 12.04.2021.

If you received a gift card in September 2020 following the previous lockdown, your credit will be added to your existing balance. If you joined The Arts Club at a later date a new card will be issued and your credit will be calculated according to your renewal date. If you have lost or misplaced your card, a replacement can be issued, further details of how to arrange this can be found below. A £10 administration charge applies for the replacement of lost cards, which will be deducted from the value of your gift card.

New gift cards will be available for collection (if a replacement is required) from 17.05.21 at front desk. If you make a reservation at the Club, your card will be ready for collection on arrival. Please email [reservations@theartsclub.co.uk](mailto:reservations@theartsclub.co.uk) to notify us if you require a new card. Alternatively, if you plan to visit the Club without a reservation and wish to collect your gift card, you must notify us 24hrs in advance. To do so, please email [reservations@theartsclub.co.uk](mailto:reservations@theartsclub.co.uk). The administrative process involved means we cannot always do this instantly and we ask that you are patient and courteous to our staff, who are working hard to provide cards as quickly and efficiently as possible.

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

## **FREQUENTLY ASKED QUESTIONS**

### **I ALREADY HAVE A GIFT CARD, DO I NEED ANOTHER ONE?**

If you have a gift card, please present it at front desk on your first visit to update your new balance. An additional credit will be added to your existing balance for an amount equivalent to your membership fee from 01.01.2021 - 12.04.2021. You only need to contact the Club if you have lost your card.

### **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 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 (detailed in the Terms & Conditions). 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. Please note that gift cards are available to London members, and international members whose primary club is London, only.

### **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 a replacement will be provided. Please be aware this may take time, due to the administration required. The old card, if found, will no longer be usable and should be disposed of. A £10 administration charge applies for the replacement of lost cards, which will be deducted from the value of your gift card.

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

Unfortunately not. Once your balance has been redeemed the card has no further use.

## 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 the 15-digit code and 4-digit pin (also displayed on the card) to access your balance. Should you require further assistance, please email [accounts@theartsclub.co.uk](mailto:accounts@theartsclub.co.uk).

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

Yes. Please send an enquiry to [accounts@theartsclub.co.uk](mailto:accounts@theartsclub.co.uk) 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&Cs, we are unable to refund any remaining balance. Your balance will expire 30.03.22.

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

Your first point of contact is Front Desk, where we have staff trained on gift card handling. Should the question require further investigation, front desk will take your contact details and respond as soon as they are able. Alternatively, please email [membership@theartsclub.co.uk](mailto:membership@theartsclub.co.uk).

### 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

- Your credit expires 30.03.22
- Only current members with an active status will be eligible for a gift card
- If you choose to resign, your gift card will be deactivated the day resignation takes effect, no cash alternative is available

- 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 30.03.22 applies and no extensions shall be granted
- Gift cards cannot be redeemed for cash or part cash
- Gift cards are available for collection, from the front desk at The Arts Club. Gift cards cannot be posted
- A £10 administration charge applies for the replacement of lost cards, which will be deducted from the value of your gift card
- Only the named cardholder can collect their card and a signature will be required, please ensure you have ID with you
- Service Charge cannot be paid using the gift card and payment will need to be made separately
- 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. The allowance cannot be used for renewing member subscriptions of The Arts Club
- The balance of the gift card cannot be transferred to another person
- Both the named cardholder and the gift card must be present to use the card
- Gift cards are available to London members, and international members whose primary club is London, only.
- 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).

