



THE CLUB HOUSE RULES

We are delighted you have chosen to become a member of The Club. Membership will ensure priority bookings for all events held at The Swan such as the hugely popular garden party, chef's table, the sell-out wine dinners, the best New Year's Eve party, the festive season and restaurant bookings, to name a few. You will also enjoy dining offers on set dates and the freedom to relax in our beautiful lounge and bar area. There will always be a seat for you to entertain friends, family or clients.

To ensure the comfort and enjoyment of all members we have a list of house rules.

1. MEMBERSHIP APPLICATION AND FEES

The Swan reserves the right to charge members an annual subscription fee and admission fees to certain occasions, i.e. New Year's Eve, garden party etc.

If you wish to apply for membership, we ask that you complete and submit an application form, obtainable from anne@theswanwm.co.uk. In doing so, you are agreeing to comply with the following house rules. Applicants will be considered and accepted (or otherwise) solely by the directors. If spaces are not available you will be put on a wait list. You can withdraw your application at any time.

If your application is successful, this will be announced by way of a town crier in West Malling High Street. Anne will also email you to acknowledge your acceptance and your annual membership will commence from the date membership payment is made.

The directors welcome new membership nominations from existing members. These are to be sent by email to anne@theswanwm.co.uk

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2. MEMBERSHIP DATABASE

By completing your application, you agree for The Swan to hold your details on our membership database as well as following you on any social media platforms you may be active on.

All personal information provided will be used only in connection with your membership, in accordance with our privacy policy and not passed to the CIA, KGB or Interpol.

3. MEMBERSHIP PAYMENT

Once your membership is approved, full membership fee payment is required. By providing your payment details, you are agreeing to be charged for any fees or renewal charges.

It is within our right to amend any fees at any time however you will receive email notification of any changes in advance.

Failure to pay your annual membership within 5 days of the payment due date, will result in the termination of your application.

4. CANCELLING YOUR MEMBERSHIP

Members are entitled to cancel their membership at any time with one month's notice.

5. MEMBERSHIP CARDS

Each member must present their own membership card to gain entry to The Club and staff may ask to see cards at any time during your visit.

Cards are not transferable to non-members, if this offence is committed, to the stocks you will go. If there is a queue at the stocks your membership will either be terminated or suspended.

If your membership card is lost or stolen, please email anne@theswanwm.co.uk

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6. GUESTS

Members are welcome to bring up to three guests at any one time, subject to our discretion and capacity. Please be aware you are responsible for your guests and they must be accompanied by you when visiting. Should members flout this rule they will be asked to leave and membership may be suspended.

7. CHILDREN

The bar and lounge are designed for adults but for certain occasions during daytime only, children are welcome. Please ensure children within your group (each child counts as a guest) are mindful of other guests when visiting. If they mis-behave we will catch them and sell them to the circus.

If it is after 5pm and you are under 18 you should be at home doing your homework, you are not allowed in the bar and lounge.

8. DRESS CODE

Members and guests are asked to dress appropriately when enjoying the bar and lounge. We are not asking for head-to-toe designer wear, the best version of you is what we seek. A smart hat is welcome but baseball caps must stay at home, sportswear has been designed for playing sport and we don't want to see your deconstructed jeans.

9. ILLEGAL DRUGS/SUBSTANCES/ITEMS

We operate a zero-tolerance approach to illegal drugs, substances and items. Any member found in possession will be banned for life from The Swan.

10. FOOD AND BEVERAGES

Only food created by our chefs and drink poured by our bar team is to be consumed on site and all bills must be settled upon departure. We do not issue credit to any member or guest and members are responsible for ensuring their guests have paid for their bill. Members may face deportation, suspension or termination of their membership if such bills are unpaid.

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11. EVENTS AND PRIVATE HIRE

We now offer the Club Lounge and/or the Bar area as a space for members and regulars to hold celebration events.

You will be advised in advance of these bookings, some of which may be exclusive. If you still wish to join us for a drink or bite to eat on these dates, the café area (front space of the main restaurant) will be reserved for members only where you will be given the usual 5 star treatment!

12. MEDIA USE AND PERMISSION

You will often see Anne (or other members of management) taking photos of the bar and lounge. We may also invite professional photographers to take images and videos for marketing purposes. By accepting these house rules you consent to us using images that may feature yourself and your guests. We will not pay you for these images and we own the rights.

13. MOBILE PHONE/CAMERA POLICY

Devices such as laptops and tablets are permitted within the bar and lounge until 5pm, however after this time we ask that all devices are turned off or turned down. Remember - in the evening you are here to relax, unwind and converse face to face with your guests. If a call is urgent, we ask that you move to the corridor or downstairs reception area.

14. PERSONAL CONDUCT AND DISCIPLINARY PROCEDURES

Members and their guests are not allowed to brawl, swear, swagger or intimidate and we frown upon male guests who roister doister too much around the ladies. Respectfulness, kindness and peace shown towards fellow members and staff are key requirements. Anyone who does not uphold these values and shows the former will be asked to leave the premises immediately and may face the gallows, membership suspension or termination.

Thieving will result in immediate termination of your membership.

We have neighbours who observe a far healthier "to bed" time. Please respect this by entering and leaving The Swan with these folks in mind.

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14. PERSONAL CONDUCT AND DISCIPLINARY PROCEDURES/cont/....

Anyone who has had their membership terminated is not welcome back to The Swan. It is within our right to suspend or terminate a membership without having to give a reason to a member or guest.

15. CCTV

We operate CCTV throughout the premises.

16. RIGHTS AND PRIVILEGES OF MEMBERSHIP

Members are entitled to enjoy all rights and privileges of their membership, including any offers, perks and benefits awarded to them by individual members of staff, but hold no ownership rights in respect of any property within the premises.

17. INTERPRETATION OF THE HOUSE RULES

In the event of a dispute regarding the interpretation of these rules, any issues must be sent to anne@theswanwm.co.uk and the directors will be consulted. Their decision with respect to any membership shall be final and without appeal.

18. AMENDMENTS TO THE HOUSE RULES

Within its right, The Swan may amend its house rules.

CONTACTING US?

If you have any queries regarding your membership or our house rules, please contact anne@theswanwm.co.uk or call her directly on 01732 521918.

Thank you for reading the above and high five to you for deciding to join the club, fingers crossed the directors rubber stamp your application.

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