



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. 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 DATABASE

By joining The Club, you agree for The Swan to hold your details on our membership database.

2. ACCESS TO THE CLUB

Each member is tagged on our main reservation system at the front desk. To gain entry to The Club, upon arrival please advise the staff at the front desk of your name and they will happily check you in.

Membership is not transferable to non-members.

3. 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.

4. 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.

5. 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.

6. EVENTS AND PRIVATE HIRE

We offer the Club Lounge and/or the Club Bar as a space for members, as well as regular/loyal customers to hold celebration events.

7. MEDIA USE AND PERMISSION

You will often see Anne (or other members of management) taking photos. 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.

8. PERSONAL CONDUCT

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.

9. 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 for deciding to join The Club.

THE SWAN

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