

‘WATERS EDGE’ MEMBERSHIP POLICIES

Enrollment for membership to ‘Waters Edge’ is governed by the following policies and is effective as per the date given below until revoked.

1. **TERM:** The membership term for any new year will begin on 1st. January and end on 31st. December of the same year. Members are expected to pay their dues in December for the ensuing year.
2. **CATEGORIES:** Enrollment is possible to the following categories. Other categories may be added if and when new services are added:

HOUSE MEMBER	- for Family and Individual	(HMI & HMF)
SOCIAL MEMBER	- for Family and individual	(SMI & SMF)
	- Where ‘Family Membership’ means the potential member, his/her spouse and children of this family who are below 21 years. Family membership cannot include extended family members.	

- **HOUSE MEMBER includes** the use of the Gymnasium, Swimming Pool ,the Members Lounge, Bottle Bank facility, discount on food & beverage, discount at ‘The Spa’ & discount at the Hair & Beauty Salon.(Discount’s may vary due to outsourcing of certain facilities such as the salon)
 - **SOCIAL MEMBER excludes** use of the Gymnasium **but** includes use of the Swimming Pool, the Members Lounge, Bottle Bank facility, discount on food & beverage, discount at the spa & discount at the Hair & Beauty Salon.
3. **FEE:** Membership does not incur an initial enrollment fee. However this may change from time to time. ‘Membership’ refers to those individuals/families who have paid their annual fees. Membership renewal is notified in November of each year.
 4. **ENROLLMENT:** ‘Waters Edge Ltd.’ reserves the right to issue membership
 - Potential Members are expected to submit a duly filled ‘enrollment form’ for membership consideration.
 - Potential Members are expected to meet the General Manager or designated authorised personnel prior to the organization issuing the membership.

- On the acceptance of the membership, members are expected to make the relevant membership fee payment in full. A 'membership number' will then be allocated. The new 'Members' are expected to submit two (2) photographs of the member (Individual Membership) or EACH of the members (Family Membership) at their earliest for the processing of the 'Membership Cards'.
 - **New Members** are permitted a pro-ration of annual membership fees as per the published membership fee schedule for the respective year. However the minimum proration is for 3 months of the selected category. (which is for the last three months of the year.)
 - **Pro-ration for existing members** (Local or foreigners) if unable to use the facilities at 'Waters Edge' for whatever reason and wish to pay for a period should make their request in writing before the start of the new membership year where considerations may be given. However **the minimum payment will be for 3 months** of the selected category as per the published membership fee schedule for the respective year.
5. **MEMBERSHIP CARDS:** Membership cards are processed annually after the payment of membership fees unless otherwise notified. It will be issued within 7 working days and will be left at the gym reception desk for House members and at the swimming pool reception desk for Social members for collection unless otherwise specified by the members. The venues specified may change from time to time due to operational issues. Your card is the property of 'Waters Edge Ltd' and is non-transferable and must be presented on the request of an authorized officer.
- The first issuance is free of charge. However if due to upgrading or loss of card a second issuance is needed – then a fee will be charged per card. Membership Cards will NOT be issued for family members below 12 years.
 - **Change of status** to category OR change of **category** is permitted. Downgrading will not offer a refund while Upgrading will incur a fee as per the published fee schedule to the relevant year.
 - **Nomination** of friends/relatives and/or reversal back to member status is permitted once a year against the existing membership. Nomination once effected **deprives the 'member'** (and all family members) of membership benefits and facilities until the nomination is revoked by the 'member'. Nomination will transfer the membership number and all member benefits and facilities to the 'nominee' (and nominee's family members). Nomination and the termination of nomination is accepted only in writing.

Nomination ceases on 31st. December of the respective year after which the 'Nominee' is expected to enroll as a new member, pay the dues and obtain a new membership number.

- **Freezing:** Membership numbers can be frozen for up to one year only. After which period the number may be re allocated.
6. **MEMBER PARKING/VALET SERVICES:** There is NO reserved parking. Members at your own risk may use the services of 'Concierge' should they wish to have their vehicles parked.
 - Vehicle parking stickers may be issued as follows - two stickers for Family and one sticker for Individual membership respectively. Parking will be on a First-Come-First-Served basis.
 - You are requested to display this sticker clearly so as to facilitate member parking.
 7. **GYM ETIQUETTE:** You are requested to follow the gym and sports area etiquette and members lounge etiquette at all times.
 8. **LOCKERS:** Gym and pool users are provided with 'lockers'. It is mandatory that the locker key is returned on the same day after use. If the key is not returned within 24 hours the security officers of the club may be called upon to open the locker in concern. The Company is not responsible for personal belongings and is not liable for items that may be lost, stolen or cleared.
 9. **LINEN:** Members are provided with towels. You are expected to return same after every use.
 10. **MEMBERS LOUNGE:** Members are permitted to use the dedicated 'Members Lounge' as per the operating hours. Members are NOT permitted to reserve the said lounge exclusively for their use.
 - Members are permitted to use the 'Karaoke' facility provided as per the operating hours. Members are NOT permitted to reserve the facility exclusively for their use.
 11. **DRESS CODE:** Dress Code applies to all members & is determined by the venue. You are expected to follow the appropriate dress code at all times.

*The **Members Lounge** dress code is as follows: 'SMART CASUAL'. By Smart Casual we mean the following.*

Gentlemen & Boys may wear

- *Top* : *Shirt with collar & sleeves*
- *Bottom* : *Tailored trousers, long shorts/ Jeans in good condition (not cut, slashed or torn). No singlet's/exercise attire*
- *Foot wear* : *Dress shoes, Moccasins or Deck Shoes. No flip-flops or open sandals*

Ladies & Girls may wear

- *Top* : *Fashionable blouses*
- *Bottom* : *Dress pants, Long shorts, Capri pants, Dresses, Skirts or Jeans in good condition. No tank tops or exercise attire*
- *Footwear* : *Shoes or dressy slip-ons. No flip-flops*

The recreation or sports section dress code will depend on the area of use. Eg. Gym or swimming pool. Thus - internationally accepted dress code is applicable.

12. **CHILDREN POLICY:** Children are welcomed. Children below 15 years are not permitted to use the gym equipment at any time. Children below 18 years are NOT permitted entry to the Members Lounge

- Inappropriate behavior of Member's children in the absence of their parents/guardians will be notified to the Manager on duty for action and then to the parents/guardians.
- It is a common practice in Sri Lanka to permit nannies/chauffeurs to accompany children to the club. It is recommended that 'Members' advise such persons to stay away from all guest areas and member areas considered private by the Members. Authorised personnel will intervene to ensure the privacy of the members.
- Children below 15 years should be accompanied by parents or guardians at all times. In the event of an accident the parents/guardians will be notified and if necessary an ambulance provider will be called. The cost of such a service will be charged to the member.
- Children should use the appropriate changing rooms/toilets as per the gender of the child.

13. **MEMBER GUESTS:** Guests of Members are permitted to enjoy the Members Lounge and/or use the swimming pool in the presence of the member. Please check with the membership department for your guest facilities.

One membership number is permitted two guests per visit (irrespective of the number of family members). The gym is out of bounds to guests. Members are not expected to leave their guests unaccompanied at any time. Unacceptable conduct by the guests will reflect negatively on the membership status.

14. **DISCOUNTS:** Members are offered a discount on dine-in or take away food items. Kindly check on the applicable discount from the Membership Department. Discounts offered on food and beverage, spa, salon and any other areas or activities could change from time to time.
15. **DISCOUNT EXEMPTIONS** Discounts will NOT be applicable during festive seasons such as Christmas, New Year, Sinhala & Tamil New Year, Easter, Ramadan and Occasional/Christmas cakes. Kindly check on the current values from the membership department
16. **PAYMENT TERMS:** There is **no credit facility**. Payments can be made by cash, and/or credit card at the cashier outlets at time of consumption or collection of items. Please ensure you collect a receipt for payments made.
17. **BOTTLE BANKS:** Bottle banks will be made available for those members who wish to entertain at the 'Members Lounge'. The B.B could contain 6 bottles of spirits only. Storing of wine, beer etc. is not permitted. Should a member not renew membership in the ensuing year the Bottle Bank will be held for two months (2) for clearance by the member, after which time period it will be cleared by the Company. For clearance kindly inquire from the membership department.
18. **NOMINATION** of friends/relatives and/or reversal back to member status is permitted once a year against the existing membership. Nomination once effected deprives the 'member' (and all family members) of membership benefits and facilities until the nomination is revoked by the 'member'. Nomination will transfer the membership number and all member benefits and facilities to the 'nominee' (and nominee's family members). Nomination and the termination of nomination is accepted only in writing.

Nomination ceases on 31st. December of the respective year after which the 'Nominee' is expected to enroll as a new member, pay the dues and obtain a new membership number.

19. **INFORMATION:** It is appreciated if membership information is updated as and when changes occur in writing. The address/e-mail/contact details given in the 'enrollment form' will be used by the Company to communicate with the member.

20. **COMMUNICATION:** Communication pertaining to membership operation to the members will be via e-mails, notices placed in strategic locations in the facility and occasionally via the post.
21. **INCONVENIENCES :**
- The visits of security officers of the country's respective forces may from time to time visit the premises to ensure the safety of certain personnel intent on visiting 'Waters Edge'. We request the Members to kindly facilitate such officers.
 - Member areas/facilities may be notified as 'out –of –order' for maintenance and upgrading of the said areas. As such due to the inconvenience caused the Company request the support of the membership.
22. **CONDUCT:** In the context of socially unacceptable and/or threatening behavior towards other guests and staff of 'Waters Edge' the management reserves the right to discontinue the membership.
- Constant complaints of 'Waters Edge' facility and employees by one and the same member may be taken up for inquiry by the management.
 - Friendships/relationships with employees if detrimental to the organization will result in disciplinary action against the employee.
23. **OUTSOURCED SERVICES:** 'Waters Edge' partner with trainers/institutions for various sports. Members are invited to use the services of such nominated instructors at the published rates. Private lessons or individual training sessions are not permitted.
24. **REFUND POLICY:** Please make your request in writing & submit the membership card/s to the Membership Department. The appropriate value will be calculated from the ensuing month and will be made available after 14 working days. No refunds will be given for loss of membership privileges due to breach of the conduct.
25. **SUGGESTIONS/COMPLAINTS:** Complaints of a serious nature should be made in writing to either the General Manager and/or the Manager Corporate Affairs &Sales. Complaints considered of a minor nature could be notified to the staff of the relevant areas.
26. **FAMILIARITY:**
I have read the membership policy of Waters Edge Ltd. prior to payment of membership fees. By this I understand and agree to the clauses set therein.