

MEMBERS CODE OF CONDUCT

We want all Members to experience the best possible working environment within The Argyll Club. By taking a Membership with the Club, all Members are agreeing to be bound by the following rules:

Terms of usage:

Access to the Club

- A 'Members Day' in the Club is considered to be the 24-hour period from 00:00 to 23:59;
- Members have the right to access any Membership Clubs within the portfolio as often as they choose within one Members Day;
- Members Days are valid only for the month in which they are purchased and cannot be transferred or carried forward at the end of the month;
- All Members are required to log their entry when accessing any Membership Club within the portfolio;
 - o From July 2019 entry will be logged by the Member showing their Gold Club Membership card to The Argyll Club member of staff on reception;
 - o From September 2019 entry will be logged by the Member electronically logging their presence via the portfolio Club's registry using their access card;
 - o Should a Member have any issues with entry to a Membership Club or other space they should contact the Club's Membership Ambassador to have the issue resolved.
- Once a Member has used their allocated Member Days, they will be offered the opportunity to either upgrade to the next level of Membership or purchase additional Member Days at their agreed rate.
- Should a Member exceed their agreed contracted amount of Member Days they will be automatically charged for any additional days of usage.
- Members have the option to upgrade their Membership at any time for either a period of time (minimum term 1 month), or until the end of their contracted Membership. They retain the right to downgrade back to the original contracted Membership at any time.
- All Membership Clubs within the portfolio operate under the same fair usage policy, and access to the Club Lounge space and Hot Desking options are not considered to be full time working solutions. Should a Member require a more permanent workspace please contact your Membership Ambassador who will be happy to advise you on other options.
- Members are kindly requested not to bring animals into the building under any circumstances.
- Members are kindly requested not to bring full-size bicycles into the building.

Guests

- Each Member may bring in up to three guests to the Club at any one time. Should the Member wish to bring in additional guests they should contact the Membership Ambassador, who will arrange a meeting space to accommodate the Members party.
- It is the responsibility of each Member to ensure that their guests are signed in upon entry to the Club, either via the Membership Ambassador or via the available app.
- Guests must always be accompanied by a Member during their presence in the Club.

- Members are responsible for ensuring that their employees and guests conduct themselves in a business-like manner, with noise kept to a level that will not disrupt others.

Family

- The Club wishes to remind Members that the Lounges, Meeting room spaces and other facilities are intended to provide a professional environment. Should a Member wish to bring into the Club a guest under the age of 18 years they must ensure that they are supervised at all times and are reminded that they are fully responsible for their behaviour.

Professional Attire

- The Club does not operate a defined dress code but requests that Members are suitably attired for the professional atmosphere that the Club maintains.

The Club Lounge

- We request that Members do not continually book or assume ownership of the Club Lounge or other Member spaces. The provided environment is set up so that all Members can utilise the space to collaborate or work as individuals as they require. Should a Member find that they require a different or more fixed working environment they should contact their Ambassador to advise on other options.
- The Club requests that if Members need to bring packing materials or rubbish into the Club Lounge that they dispose of it in the bins provided so as to maintain a professional working environment.
- While in the Club Lounge the Club requests that Members' mobile phones are switched to silent mode. Should a member need to make or receive a phone call they are asked to do so in a designated area of the Club. Texting and other messaging applications are permitted with the expectation that audible keystroke actions are switched to silent mode.
- To ensure the privacy of all Members using the Club Lounge the Club requests that no Member uses a camera, phone or other capable recording device while in the lounge. Members are reminded that they are responsible for ensuring that their guests respect the privacy of other Members. Should a Member or Guest be found to have broken the privacy of The Argyll Club then, via the Membership Ambassador or General Manager, The Argyll Club reserves the right to confiscate the technology used in the breach for the purposes of ensuring that the image or recordings are deleted.
- Should a Member wish to discuss an audio-based project in the Club Lounge, it is requested that this should be only demonstrated with the use of headphones. If audible noise is required, the Member should contact the Membership Ambassador to arrange for a Meeting Room to be used.
- The Club reserves the right to record any area of the public space to ensure the safety of its Members.

The Meeting Rooms & Hot Desks

- When a Member utilises a meeting room in addition to the other Member spaces, the usage will be deducted from their inclusive meeting room hours. Should the meeting room usage exceed the Members current allowance then the meeting room will be charged for at the relevant hourly rate.
- All Clubs within the portfolio maintain an available number of Hot Desks that can be booked by Members. To reserve a Hot Desk, Members are advised to contact either the Ambassador or complete an online booking via the Membership App. Bookings for Hot Desks are available on a first come first served basis for Members when booking at the Club.
- If a Member leaves anything in storage on or around a Hot Desk area for a period greater than a

Members Day, the Club reserves the right to charge the Members Day Rate for a locker.

Private Events & Club Upgrade

- The Club reserves the right to close all or part of the Club Lounge to Members and their guests for private events or to carry out repairs and upgrades to the facilities of the Club.
- When the Club Lounge is closed for repair or upgrading activities, the Membership Ambassador or General Manager will seek to ensure that any works are carried out within an efficient timeframe and advise on alternative Club Lounges for Members to utilise in advance where possible.
- Where Members are holding private events the Club requests that all non-attending Members respect their privacy.

Smoking

- The Club requests that all Members and their guests are required to adhere to the No-Smoking policy and to all applicable governmental laws, rules and regulations on smoking. These laws apply to all areas of the Club and the surrounding vicinity. No smoking (including cigars, e-cigarettes or vapes) is permitted inside the Club at any time.

Gambling, Gaming, Drugs and other illegal items

- The Club reminds members that it is not licenced for Gambling or Gaming within its Club Lounge, meeting rooms or other areas. Members are asked to refrain from entering into games of chance within the Club Lounge and any organised gambling anywhere in the Club.
- The Club operates a zero-tolerance policy on the purchase, use, possession or sale of any illegal drugs or other items. Should a Member be found in possession of or is under the influence of an illegal substance or other illegal item they will be escorted from the Club by the Ambassador and their Membership will be terminated.

Health and Safety

- If a Member or a Guest has an accident or suffers an injury within or outside the immediate vicinity of a Club the Club requests that this is reported as soon as possible to the Membership Ambassador or General Manager to ensure the well-being of the Member or Guest as well as meeting the Clubs requirement for its internal Health and Safety policies.
- To ensure the safety of all our members in the unlikely event of an emergency, The Argyll Club Ltd requests that all members adhere to the buddy system (as per BS 8300 Code of Practice of the Disability Discrimination act). This would operate in the event of an emergency evacuation of the building to assist wheelchair users, people with mobility impairments and hearing and sight impaired employees/visitors. In such a situation a Member would need to be designated to assist disabled visitors to your company in order to exit the building.

Liability of the Club

- Members are reminded that the Club, its Membership Ambassador and other staff shall not be liable to any Member or Guest of the Club for any loss, damage or injury suffered by them or to their property except where the loss, damage or injury was caused by the negligence of the Club, its Membership Ambassador or other staff. This rule is aligned under the legal requirements of the laws of England and Wales under which the Club operates.

Disputes and right to appeal

- Should a Member be found in breach of the Club rules or wishes to dispute an action of the Membership Ambassador, the Member has the right to contact the directors of the Club whose decision in respect of the breach or dispute shall be considered final.

Updates to the Club code of conduct

- The Club reserves the right to amend the Club Code of Conduct at any time to reflect changes that may affect the club or its Members. Notification of these changes will be published in advance of the effective date and notifications will be sent to all Members.

Members code of conduct

Usage of Club Lockers

When a Member utilises a Club Locker, either on a daily or monthly commitment, the Club would request that the Member adhere to the guidelines that exist for the usage of Club Lockers, which are in place for the benefit of the Member, other Members and the Club:

- The access card for the Club Locker is provided only to the Member for their use. It should not be provided to any other Member, Member's Guest or a member of the Club staff;
- The Club Locker is for the personal use of the Member and should not be shared with another Member;
- Should the Member lose their Club Locker card the Club requests that the Member inform the Membership Ambassador immediately to resolve the issue and minimise the risk to the Members possessions.
- Members are reminded that Club Lockers are provided for professional use and that the storage of perishable goods or illegal substances/items is not permitted.
- Where a Club Locker is being used on a single Day hire, the Club request that the Member clear the Locker and return the access card back to the Ambassador at the end of the Business Day. The Club reserves the right to charge for an additional Days hire if the Member does not clear the Club Locker or return the access card at the end of the Business Day.
- The Club, in the person of the Membership Ambassador, reserves the right to carry out a spot check of a Member's Club Locker if deemed necessary;
- The Club, to the extent permitted by law, does not accept any responsibility for the loss of or damage to any items left in Club Lockers.
- The Member is to notify the Club, in the person of the Membership Ambassador, if any damage occurs to the Club Locker.

Usage of Club Meeting Rooms

When a Member utilises a Club Meeting Room the Club would request that the Member adhere to the guidelines that exist for the Club Meeting Room's use for the benefit of the Member, other Members and the Club:

- Meeting rooms are provided to Members for use during the building's opening hours, but should the Member require additional services outside of normal business hours these will have to be agreed in advance and where applicable at additional cost.
- The Club will provide the Member with access to the meeting room 15 minutes prior to the booking

time, subject to availability. Should the Member require earlier access this can be pre-arranged with the Club and may be subject to an additional charge.

- The Club operates with discretion where Members meetings overrun but reserves the right to politely remind Members after the meeting reservation has elapsed to ensure the availability for other Member reservations. Where a Members meeting overruns, the Club reserves the right to charge the Member, or Corporate Member, for the additional Meeting room usage.
- The Club requests that Members do not bring in food or beverages from outside the Club into the Clubs Meeting rooms without the knowledge of the Ambassador and reserve the right to charge a corkage fee in cases where a Member requests to bring in external catering or alcoholic beverages.
- The Club, to the extent permitted by law, does not accept any responsibility for the loss of or damage to any items brought into a meeting room by a Member.
- The Member, or where applicable the Corporate Member, will, as far a legally allowed, indemnify the Club against all costs, loss, damage or injury sustained due to an act, neglect or default of the Member or Guest for whom the Member is responsible.