

## **Goodwood Health & Wellbeing Member Code of Conduct**

### **Kindness & Respect**

At Goodwood, our team is committed to delivering exceptional service to our valued members and guests. In return, we kindly request that members and guests treat our team with courtesy and consideration, ensuring they feel safe and respected while on duty.

We kindly request that you behave in a manner that preserves the enjoyment of the Club for all. Please refrain from using offensive language or engaging in threatening behaviour towards any member, guest, or staff member.

Inappropriate behaviour will not be tolerated and any member or guest showing violence, harassment, discrimination or aggression towards fellow members, guests or team members will be asked to leave, issued a warning, or have their membership revoked.

### **Respecting Our Facilities**

Club property, such as towels and toiletries are provided as a courtesy to its members solely for use within the Club premises. Members who intentionally remove, damage, or vandalise Club property, as well as property belonging to fellow members or guests, may have their membership revoked.

All members and guests are required to use the Club reception entrance when entering or exiting the premises and must adhere to our specified opening and closing times. Access to the facility is not permitted before opening time, and all areas, including changing rooms, must be vacated by closing time. Members must tap their Club card to gain entry to the Club facilities.

During busy periods, we kindly request that you restrict your use of specific equipment or facilities to accommodate fellow members who may be waiting to use them.

Please be advised that smoking and the use of electronic cigarettes are strictly prohibited indoors within both the Hotel and Club areas.

### **Personal Health**

You should not take part in physical activity that you may not be fit for. You are responsible for monitoring your own condition during physical activity.

### **Mobile Phone Usage**

To maintain a relaxed atmosphere within the facilities, we kindly request your mindfulness regarding the use of electronic devices within our facilities. Please refrain from using electronic devices by the poolside unless for emergencies. Additionally, kindly set your mobile phones to silent mode whilst in the gym or during classes. If you need to attend a phone call, we would appreciate it if you could step away into a corridor.

The use of cameras and video recording devices is not allowed within the Club premises without prior approval from the Club manager. For livestreaming or conference calls, we encourage you to utilise designated areas such as the Goodwood Bar & Grill Restaurant (excluding the Club lounge) or Oaks Lounge.

### **Children & Juniors**

We welcome well behaved children to the Goodwood Health Club. Please ensure children are supervised at all times in accordance with the rules set out in the Terms and Conditions, in particular Clause 7. They must not put themselves or other people in danger or prevent other members from enjoying the Club.

Children aged three and under must wear swim nappies when using the swimming pool.

### **Guests**

Guests must be registered at the Club reception and covered by either a guest pass or pay the appropriate guest fee. Members must accompany their guests throughout their visit to assume responsibility for their behaviour and serve as their emergency contact if needed. Each member is limited to bringing a maximum of two guests per visit.

Members who bring in guests without payment or lend their membership card to others for use will receive a warning, which may result in membership revocation.

## **Classes**

Classes can be booked up to eight days in advance, either online from 6 am to 12 midnight or through the Club reception during our opening hours.

We request your consideration for fellow members by booking only the classes you intend to attend. If your plans change, please cancel your booking at least 4 hours before the class. For cancellations within 24 hours of the class, please contact the Club reception. For early morning classes, we ask that you cancel the evening before during our opening hours.

Upon attending classes, please introduce yourself to the instructor to ensure your attendance is recorded. Repeated non-attendance will result in temporary suspension of your booking privileges.

**Goodwood Health & Wellbeing  
Membership Terms and Conditions**

**1. In this agreement**

“We”, “Us” or “Our” means The Goodwood Hotel Limited or the group companies its subsidiaries or, if different, the Company which is the owner of the Club from time to time;

“You” means the person named on the application form and any joint or family members.

“Goodwood Health & Wellbeing” mean the collective identity of products, services and facilities to provide a comprehensive approach to health and wellness;

“Member” means a person who is entitled to use the facilities at Goodwood Health & Wellbeing;

“Club” means the collective group of members entitled to use the facilities at Goodwood Heath & Wellbeing;

“Rules” means the terms and conditions of membership and all other rules and regulations made by us, which are applicable to membership of Goodwood Health & Wellbeing.

**2. General**

- a. Details of all current rates and subscriptions referred to in this agreement are available from the Club reception.
- b. Unless otherwise indicated, all notices shall be given in writing by Us by post or email to You at the contact details notified to Us by You.
- c. All notices by You must be in writing by post or email. Members should address their notices to Goodwood Health & Wellbeing Club Manager at The Goodwood Hotel Limited, Goodwood, Chichester, PO18 0PX, or, by email to the following email address wellbeing@goodwood.com. We only accept proof of recorded delivery as proof of posting, and notices given by email shall be deemed to be received upon confirmation of receipt by Us.
- d. We may amend the rules at any time by giving You 30 days written notice by post or email at the contact details notified to Us by You.

**3. Membership**

- a. Membership of Goodwood Health & Wellbeing is subject to the Rules.
- b. Membership is divided into the following contract types;
  - i. Generated rolling membership – You pay your membership subscription by monthly direct debit and can terminate your membership by providing 30 days written notice in accordance with clause 5 (b).
  - ii. Annual single payment membership – You pay for your membership subscription using an annual single payment. This payment is non-refundable and commits to a period of active membership, usually 12 months unless otherwise specified.
  - iii. Temporary membership – You have temporary access to the Goodwood Health & Wellbeing facilities for a single month. This membership can be repeated for a maximum of three months.
- c. Membership is divided into the following categories which allow use of the facilities indicated (subject to any unavailability of facilities in accordance with clause 8). Some categories may not be available to new members:-
  - i. Full membership: This entitles You to use all the Goodwood Health & Wellbeing facilities (except golf) every day of the week including weekends and public/bank holidays.
  - ii. Associated membership: This entitles You to use all the Goodwood Health & Wellbeing facilities (except golf) every day of the week including weekends and public/bank holidays as an additional named Member to a Member who holds full membership. This additional named Member must live at the same home address, and if paying monthly, must utilise the same direct debit details.
  - iii. Corporate/public sector/student membership: This entitles You to use all the Goodwood Health & Wellbeing facilities (except golf) every day of the week including weekends and public/bank holidays on a discounted tariff. We require You to provide proof of eligibility satisfactory to Us and any auditors appointed by Us.
  - iv. Child and junior membership: The rules governing children as set out in these terms and conditions govern all children including those holding junior memberships. Details are available from the Club reception.

- v. Spa membership: This entitles You to use all the Goodwood Health & Wellbeing facilities (except golf) every day of the week including weekends and public/bank holidays. It also includes a single one-hour spa treatment every calendar month (excluding treatments provided by our specialists in residence). This single one-hour spa treatment cannot be carried over if unused within a calendar month. Additional discretionary benefits may be added either temporarily or permanently.
- vi. Joint golf at Goodwood and Goodwood Health & Wellbeing Membership: This entitles You to use all the Goodwood Health & Wellbeing facilities every day of the week including weekends and public / bank holidays. It also includes the use of both the Downs and Park golf courses subject to the purchase of credits, the cost of which are as specified on the application form and further details are available in the Golf At Goodwood reception. Your membership is administered by Goodwood Health & Wellbeing; however, You must adhere to the terms and conditions of membership for both Goodwood Health & Wellbeing and golf at Goodwood. A minimum contract of one year applies.
- vii. Gym-only Membership: This entitles You to use the gym facilities at Goodwood Health & Wellbeing every day of the week including weekends and public/bank holidays. This membership does not include access to other facilities such as the changing rooms, swimming pool, spa, studio classes, or golf.
- viii. Run-only Membership: This entitles You to participate in Goodwood-organised running sessions and to access the designated running trails and facilities at Goodwood Health & Wellbeing every day of the week including weekends and public/bank holidays. This membership does not include access to the changing rooms, gym, pool, spa, studio classes, or golf. This membership includes entry into the three seminal races for the Goodwood Run Series. Applications for Run-only Membership received between 1st September and 31st December each year shall be subject to a consultation with a representative of Goodwood Health & Wellbeing prior to acceptance. This is to ensure that the prospective Member's running experience and objectives are consistent with the benefits of the membership. This membership will not include race entries into the Goodwood Run series after their end date.
- d. From time to time We may offer promotional and short term memberships, details of which will be available from the membership department. We will aim to give you 30 days notice of any addition or amendment to the categories of membership other than promotional or short term memberships.
- e. Full details of each membership are set out in literature available from the Club reception.
- f. You will be provided with a membership card which will remain our property. Upon termination of membership, the membership card is to be returned to Us on demand. You must carry your membership card when visiting and show it to the Club reception and members of the Club management when asked to do so. Membership cards are in no circumstances transferable and their loss should be reported immediately to the Club reception. Misuse of membership cards can result in termination of your Club membership in accordance with clause 5.

#### **4. Fees & subscriptions**

- a. You will pay a joining fee at the time of application for membership and a membership subscription fee throughout the period of your membership.
- b. You may pay your subscription fee by one payment in advance or monthly by direct debit. The first payment is to be settled on the date on which your application is accepted. The amount shall be calculated as a proportion of the current subscription pro-rated in accordance with the number of days remaining until the next month's subscription becomes payable.
- c. You may pay your subscription fee annually in advance, in which case this amount is non-refundable.
- d. We may vary the subscription and will notify You of such change no less than 30 days prior to any variation.
- e. If You elect to pay your subscription fee by monthly direct debit, payment will be due on the first of each calendar month. Your monthly subscription fee will be requested from your bank account on the first day of each month.
- f. If the bank returns a failed payment on your account, You will be notified about this failure and the reason for this. We will try to take a further payment from your account again. If this payment is also returned We may, by written notice immediately terminate your membership. You may then be charged a further monthly subscription for the 30 day notice period You should have given prior to termination.
- g. We may refer any returned or missed payments to an external collection agency and supply them with all information about You that is necessary for them to recover any money which You owe to Us.
- h. Cancelling your direct debit or failing to make a payment does not mean You have given us notice to end your Club membership. Your contract with us will continue and as set out in clause 5, you must give us 30 days' notice to

terminate unless You have opted for a fixed term or annual contract whereby the earliest cancellation point is the end of the contract term.

## **5. Termination**

- a. If You have purchased your membership online, You have the legal right to change your mind within 14 days of joining and receive a refund. The 14-day cancellation period commences on the day of your membership start date. This is called the “cooling off period”. If You want to cancel your membership within the cooling off period, You must send written notice (by post or email) to the Goodwood Health & Wellbeing Club manager. We will give You a refund of the joining fee and any other fees you have paid. If You purchased your membership in person, rather than online, You are not legally entitled to the same 14-day cooling off period, however this may be offered at the Health & Wellbeing Club manager’s discretion.
- b. You may end your membership at any time by giving us calendar months’ notice in writing (by post or email) in accordance with clause 2 (c) unless You have opted for a fixed term or annual contract whereby the earliest cancellation point is the end of the contract term. We will confirm We have received the notice and the date your membership will come to an end within 10 days of receiving your notice. If You do not receive confirmation within 10 days, You must immediately let Goodwood Health & Wellbeing know. It is your responsibility to make sure that We have received your notice.
- c. If You have a joint or family membership, or pay for a child membership, terminating your membership may result in changes to the payment arrangements, including losing some or all of any discount they receive. We will tell You about any changes when You provide notice to terminate your membership.
- d. If You wish to re-join after ending your membership You will be considered as a new Member, You will have to pay a joining fee in accordance with clause 4(a) and may need to wait for a membership place to become available.
- e. We may end this agreement if:
  - i. You seriously or repeatedly break the Club Rules or membership agreement and You do not or cannot put it right within 7 days of Us writing to You about it;
  - ii. You lend your membership card to another person;
  - iii. You or your guest use rude or abusive language or threaten/use violent behaviour towards any member of our staff or act in a way which disturbs the enjoyment of other members or facility users or is likely to endanger the good reputation of Us;
  - iv. You fail to observe the Member code of conduct;
  - v. We give You 30 days notice.
- f. If We end this agreement, it is at our discretion if We will refund any membership subscription You have paid Us for the period after ending the agreement. This would be subject to a certain percentage to cover our reasonable costs as a result of ending your membership.
- g. If We end this agreement under clause 5(e)(v) within 6 months of your joining We will refund your joining fee. We will not refund your joining fee if You end this agreement or if We end this agreement other than under clause 5(e)(v).
- h. You are not entitled to enter the Goodwood Health & Wellbeing facilities as a Member or use benefits associated with membership once your membership has ended.
- i. If We decide to permanently close, We will write to You at least 30 days before the date of closure. A refund will be given for any membership subscription You have paid for the period after We close. If You joined within the 6 month period prior to such closure We will refund your joining fee.

## **6. Suspension**

- a. For all memberships excluding the Run-only Membership You can temporarily suspend your membership for between one complete calendar month and three calendar months for one of the following reasons only. We will not charge You a membership fee whilst your membership is frozen but may require You to produce proof satisfactory to Us and any auditors appointed by Us.
  - i. Pregnancy
  - ii. Serious illness

- iii. Serious injury
  - iv. Redundancy
  - v. We significantly reduce the opening hours or membership offerings, unless We need to do so for health & safety reasons, for maintenance, or for improvements that will benefit a majority of members.
- b. It is at the discretion of the Goodwood Health & Wellbeing Club manager to grant membership suspensions for reasons other than those set out in clause 6 (a). If We agree to suspend your membership under this clause We may charge You a reasonable monthly fee during the period of suspension. The fee shall be sufficient to cover administration costs and will not exceed £20 per month. It is a discretionary benefit that this administration fee will be waived for those who pay using an annual single-payment contract.
  - c. If You want to suspend your membership, You can request to do so in writing (by post or email) in accordance with clause 2 (c). We will confirm we have received such request and the dates your membership will be suspended for within 10 days of receiving your request. If You do not receive confirmation within 10 days, You must immediately let Goodwood Health & Wellbeing know. It is your responsibility to make sure that we have received your request.
  - d. As long as We receive your request on or before the 15th day of the month, We can apply this from the first of the following month. We cannot suspend the membership from an earlier date and will not refund any monthly fees paid before your membership is suspended. Membership suspensions cannot be applied in hindsight for periods in the past.
  - e. As long as You obtain our prior written agreement prior to the 15th day of the final month of your membership suspension, You may extend the suspension period for up to a further three months.
  - f. At the end of the suspension of your membership, We will automatically start your membership again on your normal membership type, and start collecting any relevant direct debit or subscription payments, unless You obtain prior written agreement. You can return to the Club without paying a further joining fee.
  - g. You can resume your membership before the planned end of the membership suspension; however, You should let Us know beforehand. We will advise any applicable membership fees when You submit this request.
  - h. If You have chosen a fixed term or annual contract, We will extend the membership term by the number of full calendar months your membership is suspended for.
  - i. If You have a joint or family membership, suspending your membership may result in changes to your payment arrangements, including losing some or all of any discount You or they receive. We will tell You about any changes when you ask to suspend your membership.
  - j. If We increase our prices during the period when your membership is suspended, You will have to pay any new prices that apply to your membership type when your membership resumes.
  - k. You may not enter any of the Goodwood Health & Wellbeing facilities as a Member or use the benefits associated with membership while your membership is suspended unless You obtain prior written agreement from the Goodwood Health & Wellbeing Club manager. If your child attends swimming lessons or other children's activities within our facilities whilst your membership is suspended, You will be able to accompany them to such sessions.
  - l. Suspending your membership is not the same as ending your membership. Should You wish to terminate your membership, follow the procedure described in clause 5. You will need to provide the relevant notice period of active membership and pay the applicable fees.

## **7. Babies, infants, children & juniors**

- a. For the purposes of these terms and conditions, the following age categories shall apply:
  - i. Babies: individuals aged below 1 year.
  - ii. Infants: individuals aged between 1 and 5 years.
  - iii. Children: individuals aged between 6 years and 11 years.
  - iv. Juniors: individuals aged between 12 years and 17 years.
  - v. Minors: all individuals covered by the above categories under the age of 18.
- b. Minors aged 17 years or below must be supervised by a responsible member aged 18 years or above at all times whilst visiting the premises.

- c. All infants, children and juniors aged 1 year and above must be covered by either a guest pass, the appropriate guest fee or hold their own membership when visiting the premises.
- d. The fees for child and junior memberships are contingent upon the age of the minor. Individuals may be required to transition to the next age category following their birthday. Notification of such an amendment will be provided in writing either by email or post to the contact details provided to Us by You.
- e. Minors aged 17 years or below may access the pool facilities exclusively during designated family swim times. Please consult the Club reception for the most current schedule of these times.
- f. Babies, infants and children aged 11 years or under are not allowed to use the spa pool, sauna or steam room. Juniors aged 12 years and above may utilise these facilities and must be supervised by a responsible Member aged 18 years or over.
- g. Parents and guardians must maintain a 2:1 ratio of minors to adults at all times, ensuring supervision for all individuals aged 17 years and below.
- h. Minors aged 17 years or below are prohibited from accessing the gymnasium, with the exception of designated junior gym sessions. Please consult the Club reception for the most current schedule of these times. During these sessions, juniors aged 12 and above may utilise the gymnasium under the supervision of a responsible Member aged 18 years or over.
- i. Individuals aged 6 years and above are not permitted to use changing rooms for persons of the opposite gender. They must make use of either the appropriate gender facility or where available the family changing rooms.
- j. We will not serve anyone under the age of 18 years at the bar. We do not allow children under 18 years to play in the lounge and bar area.

## **8. Facilities**

- a. You are entitled to use the facilities at the Club under your relevant category of membership. We will give You notice of any change to the facilities available at the Club in accordance with this clause.
- b. If We cannot provide any one or more of the standard facilities for more than 21 days in a row and if We do not provide another facility at the Club or elsewhere no further than 10 miles from the Club, We will consider compensating You for the period when the facility is out of action. This does not apply to:
  - i. permanently closing any facility; or
  - ii. temporary closures due to tournaments; or
  - iii. if for reasons outside of our control such as weather conditions, flooding or fire and We cannot avoid the closure.
  - iv. We need to do so for health & safety reasons, for maintenance, or for improvements that will benefit a majority of members.
- c. Whenever reasonably possible We will give 30 days' notice of:
- d. any closure of facilities due to tournaments; and
- e. any permanent closure of facilities other than for reasons outside of our control.
- f. If We have to close facilities at the Club for reasons outside of our control, We will try our best to provide other facilities or consider whether any compensation is appropriate.
- g. The opening hours of the Club can be obtained from the Club reception. In the event of any changes to these hours, We will endeavour to give a minimum notice period of 30 days will be provided.
- h. You and any of your guests using the tennis or gymnasium facilities must shower and change before using the public areas.
- i. All members and their guests are advised to undertake instruction in the safe use of equipment prior to using the gymnasium. You can make an appointment to be given such instructions by contacting the Club reception.
- j. You should not take part in any physical activity that You may not be fit for. You are responsible for monitoring your own condition during physical activities. We will not be responsible for any harm You suffer as a result of taking part in any activity unless it is caused by our negligence or our failure to take reasonable care.

- k. Our pool is not attended by lifeguards. In the event of an emergency or if assistance is required, individuals are advised to immediately press one of the panic buttons located on the poolside to summon our emergency response team.
- l. Our normal operating procedure and emergency action plan are informed by advice and guidance from the Royal Life Saving Society UK (RLSS UK) wherever practical.
- m. You are not permitted to take into the pool area any electrical equipment, glass objects, inflatables (apart from swimming aids) or other items, which We consider detrimental to the use of the pool.
- n. Children aged 17 years or under must be accompanied and supervised in the pool and the pool area by a Member aged 18 years or over as set out in clause 7 (d)
- o. For health and hygiene reasons You must shower at the Health Club before and in between use of the pool, spa pool, steam room or sauna.
- p. You must obey any instructions given by staff members or duty management.
- q. We may restrict use of the pool at certain times to allow swimming lessons, adult only sessions or other activities. Whenever possible these times will be publicised 30 days in advance.
- r. Lockers are provided for your use with instructions for use displayed within the changing rooms. You are responsible for your own property and belongings whilst onsite. We do not advise that you bring and store valuable items.

#### **9. Guests**

- a. Only members aged 18 years or over may introduce guests. All guests must be accompanied by a Member aged 18 years or over, be signed in at the Club reception, and pay the appropriate guest fee or be covered by the appropriate guest pass.
- b. You must ensure that your guests abide by the Rules and accept responsibility for your guest's behaviour. Ensuring compliance with the Rules by guests is important to the day-to-day operations of the Club.
- c. A maximum of two guests may accompany a Member unless authorised prior to the visit by the Goodwood Health & Wellbeing Club manager.

#### **10. Recommend a friend scheme**

- a. The referee must not have been a Member before.
- b. The recommend a friend is not applicable if the referee did not pay a joining fee (e.g. they are a Member of another club of Goodwood or joining a discounted/promotional rate)
- c. The gift needs to be selected within one month of the new Member joining, and the issued voucher will be valid for a further 3 months.
- d. The new Member is required to put the person who recommended them on the application form when joining. This cannot be backdated afterwards.
- e. Both the referee and the referrer must remain a Member, with no outstanding subscription payments due, for the voucher to remain valid.
- f. We reserve the right to modify or terminate the scheme at any time, with or without notice.

#### **11. Membership benefits**

- a. We reserve the right to vary or cease to provide each and any benefits and shall not be required to provide any alternative benefit.
- b. Membership includes the use of the Kennels clubhouse which forms part of the Goodwood Estate, in which case only members named on the membership card may entertain guests in the Kennels. Guests must be accompanied by a Member at all times. The entertaining Member will be responsible for all charges incurred by their guests and for their guests' good conduct and observance of any rules and regulations from time to time applicable to the use of the Kennels.
- c. Members must present their valid membership card at the time of the transaction to avail of any membership discount benefit, including discounts in the hotel food and beverage outlets. Discounts will not be applied retrospectively.



- d. Only food and beverages purchased from hotel food and beverage outlets are permitted for consumption within the hotel premises. Complimentary beverages provided in the Club reception are intended for takeaway consumption only and should not be consumed within the hotel facilities.
- e. In order to avail themselves of discounted or complimentary tickets, members are required to demonstrate a commitment to maintaining their membership. Should a request to terminate their membership be submitted, these benefits will become inactive.
- f. The complimentary birthday gift must be claimed within the Member's birthday month. The date of birth provided on the application form upon joining will be utilised for this purpose. Members who wish to verify this information may do so by submitting a request to the Club membership team.
- g. One round of golf for the Member and one guest at the reciprocal rate is provided within the first year of membership. This benefit cannot be utilised after the first year of membership. Advanced pre-booking is mandatory and must be made up to two weeks in advance. The round is subject to availability for play Monday to Thursday after 11am and will be scheduled as a two-ball game. Additional guests will be required to pay the full experience price.
- h. The Membership benefits set out in clauses 11(b) to 11(f) do not apply to Members holding a Gym-only Membership or Run-only Membership.

## **12. Miscellaneous**

- a. Members and guests are asked to wear a form of dress appropriate to the time of day and place on all occasions.
- b. No crockery, glass or food is allowed in the changing rooms, fitness areas, swimming areas or designated areas in the interest of health, safety and hygiene.
- c. No pets will be allowed within the changing rooms, fitness areas, swimming areas or designated areas with the exception of assistance dogs. We ask any customer or member who wishes to bring their assistance dog to these areas to discuss this with Club management beforehand, to ensure health and safety regulations and the animal's welfare are adhered to.
- d. Entry to the Club is only permitted at the Club reception entrance. Fire exits, which are clearly marked, are there in the interests of public safety and, in the event of a fire, members and guests are asked to make their way in an orderly fashion to the nearest available exit.
- e. Lockers are provided on a daily basis unless other arrangements are made with the Health & Wellbeing Club manager. Where such arrangements are not in place we can remove the contents from any locker used overnight. We do not assume responsibility for any items left within the Club. You can claim the contents we have removed from Club reception up to six weeks after We have removed them. After this time such contents will be disposed of or given to charity at our discretion.
- f. If You discover lost property within the Club premises, it is your responsibility to promptly deliver it to the Club reception. Lost property can be reclaimed from the Club reception. Found items will be held for a period of six weeks only. Certain items may be disposed of before the six week period if they are deemed unhygienic or impractical for these to be stored. Any unclaimed items will be either disposed of or donated to charity at our discretion. We do not assume responsibility for any lost items within the Club.
- g. The Club is a proprietary club owned by Us and We will control the management of the Club and the facilities. Members will be required to comply with any reasonable directions which we may give to ensure the smooth operation of the Club, the use of the facilities, and the convenience of all members provided that such directions shall not limit your rights or obligations under these terms and conditions of membership.
- h. You should not use the Club if you have an infectious illness or condition

## **13. Liability**

- a. Personal property and belongings, including vehicles, are left at your own risk and at the risk of your guests, We do not take responsibility for any loss or damage to items brought onto the grounds or into the facilities, including the changing rooms and lockers.
- b. We cannot accept liability for any accident or injury to any member, child or guest that may happen on our premises or within the grounds, other than the liability which may arise from our negligence or our failure to take reasonable care.

- c. If You, your child or guest suffers an accident or injury on our premises You must report it and the circumstances under which it happened to a member of the Club management team immediately.

#### **14. Disputes**

- a. All involved parties should always strive to resolve any disagreements in a friendly manner and with good faith. In the event that an amicable settlement cannot be reached, any dispute will be judged exclusively by the courts of England.

#### **15. Data Protection & Compliance**

- a. In accordance with the Data Protection Act 2018, each company in the Goodwood group (The Goodwood Estate Company Limited and each of its subsidiaries) (the 'Company') is registered with the United Kingdom's Information Commissioner's Office as a data controller to collect information. The Company gathers personal information, such as first and last names, contact details, addresses and email addresses to help the Company manage the membership. The Company also reserves the right to use or disclose any information as needed to satisfy any law, regulation or legal request, to fulfil the requests of members or to provide Members with information. Such communications will be provided to members by email, post or by telephone. All personal information that the Company collects about its members will be recorded, used, and protected by the Company in accordance with applicable data protection legislation. The Company's privacy policy can be found at [www.goodwood.com](http://www.goodwood.com), which sets out the Company's general and overarching policy regarding privacy and data.
- b. The Club conducts its business in an honest and ethical way and has in place anti-bribery and anti-corruption policies. The Club requires that all its employees, agents and subcontractors comply with all applicable laws, statutes and regulations relating to anti-bribery and anti-corruption, including but not limited to the Bribery Act 2010 ("Relevant Legislation"). The Club will not tolerate any activity, practice, or behaviour by any its employees, agents, subcontractors, or members or guests, that would constitute an offence under any Relevant Legislation, and in the case of a Member, this will result in immediate termination of membership.