

# FLATT 55

## WINE CELLAR & SOCIAL CLUB

These policies, rules and guidelines (“Policies”) have been created to support the following objectives of Flatt 55 Wine Cellar & Social Club (“Club”)

- To ensure the Club observes operational practices that are both accommodating to the members and in keeping with sound business practices
- To aid the management and staff of the Club in providing the highest level of service and experience as possible for all members
- To foster and maintain a safe, clean, and comfortable facility

All members are responsible for abiding by the Policies and expected to communicate these to their guests.

The Club may amend these Policies at any time at its discretion, with the priority being that the Club serves our members and makes their time with us most enjoyable, members will be notified of any amendments in a timely manner.

The Club will not provide any outside agency or private company access to membership directory or members private information other than what is necessary to process payments and conduct essential Club business.

## Membership Policies, Procedures & Guidelines

- Members and guests must be 21 years of age or older, and all guests must be accompanied by a member when visiting the Club, additional guests over allowable for your membership are subject to additional fee
- Laura’s Market is open for members and non-members on operating days 10am to 5pm, members are welcome to make purchases from the store after those hours through a lounge staff member
- Smoking is prohibited inside the Club, cellar, or covered patio and **only** allowed in designated areas
- Restrooms are unisex, please be considerate of other guests and keep them neat and tidy, please report any attention needed to restroom facilities to lounge manager
- To allow for the comfort of all guests, TVs are to be used during assigned events, please consult lounge staff before attempting to operate any of the media equipment, when using your own device please wear headphones/ear pods
- Outside food and drink is welcome, and members can use the microwave and refrigerator, but all food/drink left will be disposed of at the end of each business day
- Wine glassware, decanters, and coolers are available for use while at the facility, please leave in designated area or with a staff member on departure
- The Club reserves the right to refuse to serve any member that appears intoxicated and will require and/or arrange proper transportation home for intoxicated members, members are expected to comply with this request if made by any staff member of the Club
- Members and guests should not reprimand, harass, or be verbally abusive to any Club employee, any complaints regarding staff or service should be directed to the Club manager and will be met with priority attention

- Firearms including all types of ammunition and weapons of any kind are strictly prohibited within the Club premises.
- Parking of vehicles within the Club premises is strictly regulated
- The Club reserves the right to prohibit any games, sports or other activities which it may, in its discretion, find unsuitable to the members, guests, or the Club
- No dogs or other pets are allowed on the Club premises, questions regarding service dog exceptions should be directed to management
- Jackson Lounge and outdoor/patio seating during normal business hours is on a first come first serve basis unless reservations are made in advance with the lounge manager; to ensure best service to all members and guests, parties of 6 or more persons must have reservations and groups larger than 10 may require reservation of Johnston Dining Room
- Johnston Dining Room seating is open for members only when there are no member events reserved, during this time, it is also on a first come, first served basis
- It is expected that members will choose to dress in a tasteful manner befitting the surroundings and atmosphere provided in the setting of the Club and appropriate for the event. Members should also advise their guests of dress requirements.
- Hours of operation for the Club will be posted, and exceptions to those posted times will be updated on Member Website daily. All members are required to observe the advice of Club staff when closing time is announced on a nightly basis.
- Reservations may be required for special events offered at the Club and can be made online when available, free and open events will be offered for members, accommodation for these events will be on a first come, first serve basis based on maximum occupancy for the Club
- Private parties are not allowed at the Club unless scheduled and approved by the Events Director of the Club and terms signed in writing by member
- We know the members see this as an extension of their home and will treat it as such, however the Club, at its discretion, may charge a member's account in the amount the Club deems necessary to reimburse the Club for costs it incurred or revenue it lost as a result of the destruction or damage of Club property or closures of Club facilities caused by a member or their guests.
- No solicitation in the name of, or use of logo of, the Club for any purposes without the prior written approval of the Club
- Excessively loud or offensive verbal expressions will not be allowed on Club premises
- Members or guests should not attempt to operate the Club's heating and cooling systems, fireplaces, lighting systems, or TV and sound without the assistance of Lounge staff
- Advertisements or solicitations cannot be posted or circulated in or around the Club premises without prior approval of the Club manager. No petition, poster, or other promotional materials can be originated, solicited, circulated, or posted on the Club's property unless otherwise approved in writing by the Club manager
- The Club may suspend or terminate any membership for failure to pay the membership dues, fees, charges or any amount owed to the Club in a proper and timely manner. Membership may be suspended if Club accounts are not paid in full within 30 days of invoicing, charging to house accounts is a privilege of membership, but the Club reserves the right to suspend charging privileges and require payment at time of service for members with accounts 30 days overdue
- In case of corporate designees, both the designee and the corporation are responsible for the settlement of charges to a designee's account
- Members are not allowed to sign the names of other members, nor may they in any way authorize charges to an account other than their own
- No unapproved events or performances can take place on Club property without written approval of Events Director of the Club

- Any member or guest who in any manner, makes use of or accepts the use of any apparatus, appliance, facility, privilege, or service owned, leased, or operated by the Club or arranged or sponsored by the Club, shall do so at his or her own risk, and shall indemnify and hold harmless the Club and its affiliates, their partners, directors, or staff
- Should any party bound by these policies bring suits against the Club on any claim or matter, said party shall be liable to the Club for all costs and expenses incurred by the Club in the defense of such suits including but not limited to attorneys' fees and expenses
- The Club is not responsible for any private property brought onto the Club's premises and any property left unclaimed for more than 30 days will be considered property of the club and may be disposed of or donated by the Club
- No doors, lockers, or gates should be propped open or left ajar, the member is responsible for any damage linked to their coded access being given to a guest or non-member
- Unlawful activity or acting in a manner incompatible with the standard of conduct of membership or that would injure the reputation of other members or the Club itself will not be tolerated
- The Club, at its sole discretion, may suspend or terminate the membership of a member for failing to act, in fact or spirit, in a manner consistent with that set forth by these Policies, prompt notice of such action will be given in writing to the member
- Members must agree they will not disclose or use any confidential information, including but not limited to member lists, club operations, financial information, proprietary business practices, or other sensitive private information pertaining to other club members to any third party

I \_\_\_\_\_(printed name) acknowledge and accept these Policies and understand that it is my responsibility to communicate these Policies to my family and guests

Member Signature: \_\_\_\_\_