



THE KIDS CLUB

AT CLOUD TWELVE

MEMBERSHIPS FOR THE KIDS CLUB ARE
AVAILABLE FOR CHILDREN FROM BIRTH TO
SEVEN YEARS OF AGE

Cloud Twelve memberships include:

- Access to a magical forest-themed play zone
 - Children's café and Parent's Lounge
- Kids classes: music, art, nutrition, science & nature, magic & movement
 - Cloud Twelve welcome pack with a sensory play gift box*
 - Complimentary crèche sessions and guest passes
- Monthly members newsletter with exclusive members only offers
- Welcome voucher and exclusive rates to experience Cloud Twelve services

Benefits available to members at an additional fee:

- Private event space hire
 - Catering services
- Children's events and bespoke birthday parties
- Children wellness practitioners, classes and sessions
- Discounts are applicable to other Cloud Twelve services

**For Silver and Gold members only*

THE KIDS CLUB MEMBERSHIP OPTIONS	Catch Me If You Can BRONZE MEMBERSHIP £2,400 pa <i>Plus joining fee £500</i>	Morning Sunshine / Evening Superstar SILVER MEMBERSHIP £3,500 pa <i>Plus joining fee £500</i>	All Day, All Night GOLD MEMBERSHIP £5,000 pa <i>Plus joining fee £500</i>
The Kids Club Access	38 entries pa	<i>Tuesday - Friday only, choose from:</i> Morning Sunshine: 9am - 2pm Evening Superstar: 2pm - 7pm	Tues - Sat: 9am - 7pm Sun: 9am - 6pm
Inclusive Crèche Hours	20 hours pa crèche	1 hour per week	2 hours per week
Access to Children's Classes (<i>birth to 7 years</i>)	✓	✓	✓
Exclusive Welcome Pack	Up to the value of £345 <i>Complimentary on subscribing</i>	Up to the value of £545 <i>Complimentary on subscribing</i>	Up to the value of £785 <i>Complimentary on subscribing</i>
Child Guest Passes Included	4 pa (rrp £200)	12 pa (rrp £600)	24 pa (rrp £1200)
Sibling Discount (<i>15% for 2nd child, 30% for 3rd child, complimentary for 4th child</i>)	x	✓	✓
Sibling Add On Membership (<i>50% Discount for children aged 7 - 12 years</i>)	x	✓	✓
Preferential Booking Options for Cloud Twelve Events	x	✓	✓
Thermal Suite Membership Add on Option	£600 pa Members only offer	£600 pa Members only offer	£600 pa Members only offer
Spa Membership Add on Option	£1,500 pa	£1,500 pa	£1,500 pa





TERMS AND CONDITIONS

The Kids Club operates to accommodate children and families under the following guidelines:

- a. Class size occupancy varies from 6 – 8 children, parents can pre-book classes in block bookings as classes are available on a first come first served basis only.
- b. Children’s classes are designed specifically for set age groups and parents should take note of the age group of the class when booking.
- c. Cloud Twelve classes are exclusive to Members and Siblings or Guests who are accessing the club via paid passes of £50.
- d. Each member must register upon arrival, with the details and ID of adult accompanying them and full details of any sibling or guest attendee’s.
- e. Parents or Guardians need to register nominated guardian with photo ID, name, number and date of birth for anyone who holds a membership and will undertake parental responsibility of the child at Cloud Twelve.
- f. Parents are responsible for due diligence in ensuring that they inform The Kids Club of any medication given to their child within the twelve-hour window of drop off for crèche.
- g. Members and guests are responsible for reading relevant policies and facility rules relating to membership and operations.
- h. Cancellation policy: Members who have been approved can cancel their membership within 14 days of the date on which the member signs the application form. Cloud Twelve will make the reimbursement using the same means of payment as the member used for the initial payment. If the member started to use the services or facilities of Cloud Twelve during the cancellation period, the member shall pay Cloud Twelve an amount, which is in proportion to the period of use until the member requests to cancel their membership. If a member, after paying the annual subscription in advance for the relevant year, shall for any reason cease to be a member before the expiry of that year, will not be entitled to be reimbursed any part of that annual subscription. Cloud Twelve may however, at its absolute discretion, waive or reduce the subscription of any member or former member.
- i. We reserve the right to close The Kids Club at Cloud Twelve for 8 hours a month.

CRÈCHE POLICY

Our Crèche service is available to children 1-7 years. Please refer to membership type for hourly creche allocation included within the membership.

- a. Maximum of 2 consecutive hours per single crèche session available to members.
- b. The parents or guardians are required to stay on the premises while their children are in the Crèche.
- c. Block bookings for Crèche is not available.
- d. Additional hours of crèche can be purchased outside of the membership with a cost of £20 per hour.
- e. The Crèche follows the guidelines set out in the Early Years Foundation Stage with regards to the ratio of children to qualified staff in the given space.
- f. Crèche sessions are available to members only; guests of members are prohibited from booking crèche sessions and parents or guardians are required to remain in the space with their children.
- g. Crèche sessions should be booked in advance of arrival to ensure facilitation.

GUEST POLICY

Please refer to membership type for allowance of complimentary children guests.

- a. Up to four accompanying adults can attend with each member (subject to booking conditions).
- b. Each guest must register upon arrival with full details and photo ID provided.
- c. Guests can visit The Kids Club a maximum of 4 times per year without membership.

SIBLING DISCOUNT

Cloud Twelve offers the following discounts to family memberships subject to the following.

- 2nd child = 15% discount off the cost of applicable membership
- 3rd child = 30% discount off the cost of applicable membership
- 4th child = complimentary membership





Salt Room



THE SPA

AT CLOUD TWELVE

THE SPA MEMBERSHIP OFFERING	Adult Only (<i>Use in spa only</i>) £1,500 pa
£1500 annual credit for spa treatments	✓
20% discount off spa treatments for member and their guests	✓
Annual complimentary wellness consultation with the resident naturopath	✓
Preferential booking for wellness and lifestyle events	✓
10% discount on retail products	✓
Unlimited use of wellness facilities inclusive of thermal suite, sauna, steam and salt room	✓
One complimentary infrared sauna session	✓

NON -MEMBERS

Non-members can access The Spa, The Salon, The Wellness Clinic and The Brasserie at Cloud Twelve.

OPENING TIMES:

TUES, WED, FRI, THURS AND SAT: 09.00-19.00

SUN: 09.00-18.00

TERMS AND CONDITIONS

Cloud Twelve operates to provide holistic health care options and treatments to members and friends of members.

- a. Members and guests are invited to utilise all services subject to booking availability.
- b. The £1,500 spa credit is for the member's use only (not for their guests).
- c. Member's guests are eligible for a 20% discount on spa treatments when accompanied by the member.
- d. If the credit is not used in 12 months it will expire and any outstanding balance will be lost.
- e. Each guest must register upon arrival.
- f. Members and guests are responsible for reading relevant policies and facility rules relating to membership and operations.
- g. Cancellation policy: Members who have been approved can cancel their membership within 14 days of the date on which the member pays the joining fee. Cloud Twelve will make the reimbursement using the same means of payment as the member used for the initial payment. If the member started to use the services or facilities of Cloud Twelve during the cancellation period, the member shall pay Cloud Twelve an amount, which is in proportion to the period of use until the member requests to cancel their membership. If a member, after paying the annual subscription in advance for the relevant year, shall for any reason cease to be a member before the expiry of that year, they will not be entitled to be reimbursed any part of that annual subscription. Cloud Twelve may however, at its absolute discretion, waive or reduce the subscription of any member or former member.

ENQUIRIES

For membership enquiries please contact:
memberships@cloudtwelve.co.uk

For Spa and Wellness Clinic enquiries please contact:
wellness@cloudtwelve.co.uk

For The Kids Club and Birthday Party enquiries please contact:
hello@cloudtwelve.co.uk

For all other general enquiries please contact:
hello@cloudtwelve.co.uk



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