





# THE KIDS CLUB

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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 & sound bath
  - 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
  - Complimentary Adult Fitness classes: Yoga & Cardio
- Complimentary Wellness Hour every week featuring Bio-Hacking Technology
  - External Benefits & exclusive savings with external partnerships: hotels, kid's educations, care, retail and more

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

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THE KIDS CLUB MEMBERSHIP OPTIONS	Catch Me If You Can BRONZE MEMBERSHIP £2,650 pa <i>Plus joining fee £550</i>	SILVER MEMBERSHIP £3,850 pa <i>Plus joining fee £550</i>	All Day, All Night GOLD MEMBERSHIP £5,500 pa <i>Plus joining fee £550</i>
The Kids Club Access	38 entries pa	Tues - Fri: 9am - 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 (15% for 2nd child, 30% for 3rd child, complimentary for 4th child)	x	✓	✓
Sibling Add On Membership (50% Discount for children aged 7 – 12 years)	x	✓	✓
Preferential Booking Options for Cloud Twelve Events	x	✓	✓

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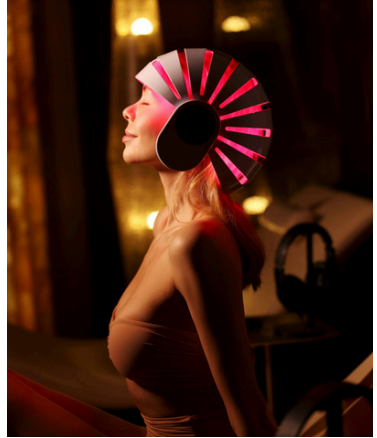
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## THE KIDS CLUB MEMBERSHIP BENEFITS



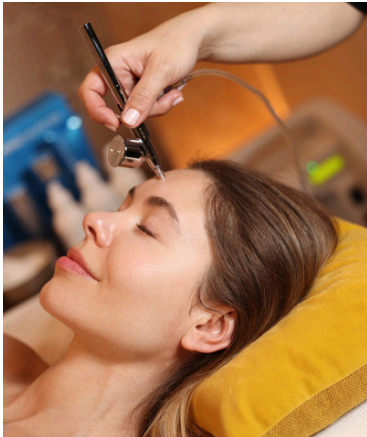
### Adult Fitness Classes

Complimentary  
-Tues 4pm: Yoga  
-Fri: 3.30pm: Cardio Charge



### Wellness Hour

Complimentary access to Bio-Hacking technology weekly in The Kid's Club



### Spa & Wellness Benefits

Enjoy exclusive savings on spa services, wellness events, and personalised care at our Wellness Clinic.



### External Benefits

We've joined forces with external companies to offer exclusive discounts, perks, and opportunities that extend beyond our doors.

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## 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 from receipt of payment. 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.
- j. Auto-Renewal Policy Reminder:
  - All memberships start with a 12-month fixed term.
  - Silver and Gold Members on Direct Debit: After the first 12 months, you can cancel anytime with 3 months' written notice.
  - Silver and Gold Pre-paid Members: After the first year, you can switch to a rolling monthly or annual Direct Debit plan. If you prefer to continue pre-paying annually, you must commit to another full 12-month term.
  - Bronze Members: Bronze memberships are paid upfront for a full year and do not have the 3-month cancellation notice option.
  - Memberships automatically renew for another year unless written notice is provided at least 3 months before the renewal date. We do not send reminders for pre-paid memberships, so please keep track of your renewal date if you plan to make changes.

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## CRÈCHE POLICY

Our Crèche service is available to children 1-7 years. Please refer to membership type for hourly crèche 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 £25 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
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## ENQUIRIES

For membership enquiries please contact:  
[memberships@cloudtwelve.co.uk](mailto:memberships@cloudtwelve.co.uk)

For Spa and Wellness Clinic enquiries please contact:  
[wellness@cloudtwelve.co.uk](mailto:wellness@cloudtwelve.co.uk)

For The Kids Club and Birthday Party enquiries please contact:  
[hello@cloudtwelve.co.uk](mailto:hello@cloudtwelve.co.uk)

For all other general enquiries please contact:  
[hello@cloudtwelve.co.uk](mailto:hello@cloudtwelve.co.uk)

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