

Frequently asked questions



RENEWALS AND PAYMENT NOTICES

We post to Members their renewal and payment notices in November each year.

How do I pay my fees?

The information on your **Payment Notice** (enclosed) denotes which type of 'payer' you are.

Annual payers – have *no* additional letters after their **membership type**.

Quarterly payers are identified by **'QP'** after their subscription type.

Monthly payers are identified by **'MP'** after their subscription type.

Example:

Annually – Tennis (30+)

Quarterly – Tennis (30+) QP

Monthly – Tennis (30+) MP

I am entitled to a 70/30 discount. How will I know that has been calculated in my subscription amount?

The discount will be identified by **70/30 Disc** written after the subscription type on your Payment Notice.

I'm an Annual Payer – is my discount included?

Payment Notices detail the fees due in January for the following year. If you are an Annual Payer the fees shown on your Payment Notice have been worked out to **already include the 6.5% discount**.

The subscription fees are based on the quarterly amounts and the annual fees are reduced by 6.5%, for example:

Full Playing (35+)

Annual subscription paid in ONE ANNUAL PAYMENT = £2,890 total (2020)

Annual subscription paid in FOUR QUARTERLY INSTALMENTS = £3,090 total (2020)

I would like to pay by Direct Debit or amend my Direct Debit details. What should I do?

Please complete a Direct Debit Mandate Form in Reception and return to the Membership Team.

It's the first week of January 2021 – when are you going to collect my subscription?

Single Direct Debit payments will be collected on or just after 7th January 2021.

Quarterly Direct Debit payments will be collected from Members' bank accounts on or just after the following dates: 7 January, 5 April, 5 July and 7 October 2021.

Monthly Direct Debit (available only to Members aged 18-29 years old) x 10 instalments are collected on or just after 7th day of each month from January – October inclusive.

I would like to change my method of payment from annually to quarterly?

If you wish to pay quarterly, you may change to do this, but please bear in mind the annual cost will increase. Please e-mail the Membership Team at membership@roehamptonclub.co.uk

I haven't spent all of my Annual Levy. Can I get a refund or carry it over to next year?

An amount of £180 Annual Levy is collected at the beginning of the year with the annual subscriptions.

Frequently asked questions



This Annual Levy is to be spent in the food and beverage outlets at the Club. It is non-transferable and must be used within the subscription year.

Any unspent Annual Levy at the end of the year may be used to bulk-buy wine from the team in the Roehampton (Piano) Bar only. The opportunity to order wine from a specific list of wines will be available from 1st December and orders must be received and paid for in the Piano Bar by 31st December.

Orders must be collected by 31st January or they will be returned to stock.

'Top Up' amounts of £25 or more may be added by adults and £15 or more by Junior Members to the Club Card and may be spent in additional ways e.g. for Social Scene tickets and Guest fees. Any unspent 'top up' may be rolled over to future years for up to five years.

For any further questions, please email membership@roehamptonclub.co.uk

MEMBERSHIP CATEGORIES

What is the deadline for category changes?

The deadline for all membership category change requests is **30th November** each year.

How can I change my category?

Requests must be received in writing. Please complete a form available at Clubhouse and Health Club Receptions or e-mail membership@roehamptonclub.co.uk

We missed the category change deadline – may I still request a change of category?

All late requests are referred to Marc Newey, Chief Executive, for a decision as he has to look at the categories mix resulting from any changes.

I don't play golf and / or tennis and would like to downgrade to the Other Sports category – how can I do this?

As the Other Sports category is a restricted category, Members who wish to downgrade must join an internal waiting list. The Other Sports Waiting List consists of Members who no longer play golf or tennis due to injury, ill health or age.

Spaces are created on the waiting list when resignations in the Other Sports category are received.

Members who have a medical reason for downgrading will be given priority once evidence from their GP is provided.

Non Playing membership – what does it mean?

Non Playing Members are permitted to use the Club as many times as they like during the year for purely social activities, i.e. use of the Club Café, Juice Bar, Members Bar and social events. It does *not* allow use of any sporting facilities including the Health Club. Also, as a Non Playing Member you are not permitted to play bridge, croquet, snooker or any of the other sports and games offered at the Club. The pre-qualification is ten years of continuous adult sporting membership.

Frequently asked questions



Our child is two years old – do we need a Toddler Guest Pass?

The Toddler Guest Pass is available for children aged three and under. The Pass permits unlimited visits to the swimming pool, otherwise toddlers are limited to six guest visits per year. Additionally, the Toddler Guest Pass is required in order for children aged up to three years old to participate in coaching, tennis and swimming programmes and holiday activities. If you would like a Toddler Pass, £215 (2021), please email membership@roehamptonclub.co.uk for a form or complete a form at Reception and hand it in to be passed to the Membership Team. When Toddlers reach the age of four year's old we will write to the parents in the autumn to offer Junior Membership to start in the following January when an entrance fee and Junior subscription are payable.

I would like to arrange access for a non-Member adult to take my children swimming

Any adult acting as a guardian to your children; nannies, carers, non-Member parents or grandparents – needs a 'Nanny or Guardian Pass' to accompany your children into the swimming pool. Those non-Members are not permitted to play tennis or participate in any other sports with your children or use any of the facilities independently. Nanny Passes cost £41 monthly or £98 quarterly. Please visit main Reception to complete a form and make the payment before the 'nanny' is issued a photo card for the relevant period.

Can I get a discount for long-serving membership?

There are two discounted membership options for long-serving Members. These memberships begin in the January following the year in which the required milestone is reached:

1. Honorary membership

50 years of consecutive membership as an adult – e.g. from 18 years old. Therefore, the earliest any Member could become an Honorary Member is aged 68yrs. Honorary membership is granted at the discretion of the Board of Directors once a Member has qualified. There is no subscription payable for Honorary Membership.

2. 35/35 Discount from 1st January 2021

Members pay full fees from the age of 35 and therefore those who have achieved 35 years of continuous membership in good standing from that point will benefit from a reduction of 12% against the full Member's subscription then prevailing. After achieving 40 such years of membership the reduction will increase to 15%.

RESIGNATIONS

When is the deadline for submitting resignations?

The deadline for submitting resignations is **30th November**. These resignations take effect on 31st December each year.

How can I resign from the Club?

All requests to resign *must* be made in writing. Either, complete a form available at the Clubhouse and Health Club Receptions or e-mail membership@roehamptonclub.co.uk

My daughter is 18+ years old and I would like to cancel her membership ...

Parents may cancel the membership of their children aged under the age of 18. Adult Members aged 18+

Frequently asked questions



must contact us directly in writing (letter or email) to cancel their own membership – even if they are not responsible for paying their fees – membership@roehamptonclub.co.uk

I have cancelled my membership in writing – what's the next step?

Your resignation will be processed and we will send you a letter in the post to confirm your resignation.

What happens to my shares when I resign?

On joining, Members aged 35+ purchase two shares or, aged 40+, four shares. These are bought back by the Roehampton Club Trust in the event of resignation or death. Non Members are not permitted to own shares. We will send you a confirmation letter regarding the buy back of your shares and the next steps. Once the relevant paperwork has been received we will send you a cheque which will complete the buy back of your shares.

When I would expect to be reimbursed for my shares?

Your shares will be bought back early in the year following 31st December resignation. This process may take a few months as we work chronologically according to the date the resignation request was made. We aim to send your cheque in the springtime.

I would like to give up my locker – what about my deposit?

Please clear your locker and return the key for the attention of Jolanta in the Membership Team. Once your key has been returned, we will refund your deposit.

I would like to suspend or put my membership on hold?

The Club does not offer the option of suspending memberships.

We are moving away from the area and would like to put our membership on hold?

The Club does not offer the option of suspending your membership but there is an Absent Member category for Members moving 150+ miles away from the Club. You may then visit the Club six times annually in your previous category.

We passed the deadline for resignations – can I still cancel my membership?

Please e-mail the Membership Team at membership@roehamptonclub.co.uk as soon as possible. Your request with reasons will be referred to our Chief Executive for his consideration.

Where can I use my mobile phone and other electronic devices around the Club?

Members, their children and guests are required at all times to use electronic devices in a manner that is unobtrusive, silent and compatible with the peaceful enjoyment of the Club.

Laptops may be used in the Reading Room, the Roehampton Bar (if not being used for a function), the Club Café or the Juice Bar. Devices may never be used for business purposes in groups other than as part of a business meeting which has been pre-booked in one of the rooms available for hire.

Mobile phones and other electronic devices may only be used for making or receiving calls in the changing rooms or Car Parks and should be switched to 'silent' and 'message-received' mode at all times. Face Time must *not* be used in the Changing Rooms. Devices may not be used for conversations in any other areas.

The use of any electronic device as a video or still camera is strictly forbidden.

If you have any queries, please email membership@roehamptonclub.co.uk