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**STRADOM HOUSE MEMBERSHIP CLUB
RULES AND REGULATIONS**

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This small, unique and special book is personal,
so each Stradom House Club Member can benefit and rewarded
for being part of such exclusive lifestyle club.

Treasure it and enjoy.

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FIRST EDITION
2023

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1_Membership

Stradom House Members Club is the first initiative of its kind in Krakow, combining a wealth of experience, unique emotions and extraordinary quality of service. It allows you to enter an elite group of creative minds, enterprising visionaries, life enthusiasts, and all those who love to put wellness principles into practice. SHMC is part of the Stradom House concept, and with it: cocktail bar Hedwig's, Mediterranean restaurant Gaia, seafood restaurant John Dory, wellness center - SÓL spa, SÓL fit and SÓL aqua, spaces for special events, and hotel rooms for those who want to relax in the world of Stradom House. Our main mission is to take care of the well-being of club members and our guests.

2_Membership Cards

Club membership cards are secure access cards that admit Members to various portions of the Premises. Each Member will be responsible for the safekeeping of the Club Membership card that is issued to the Member.

Lost or stolen cards must be reported immediately. Replacement cards may be issued subject to 200PLN fee. Members agree to use other forms of identity verification at the Club as technological advances occur and the Club takes advantage of them.

3_Membership Duration

Memberships are non-transferrable and only eligible for 12 months. So long as a Member pays annual fees and all charges incurred at the Club, the Membership may be renewed at the discretion of Club Management. If a Member elects to withdraw from the Club due to financial necessity or relocation outside of the Kraków Area, the member should inform the club management to review the consideration, Member shall pay all outstanding charges incurred at the Club, and shall not be entitled to a pro-rata refund of prepaid annual fees or the Initial Fee. A Member may be removed for violating a provision of this Charter, engaging in any illegal conduct at the Premises, for committing vandalism at the Premises, engaging in altercations, or unreasonably disturbing other Members or Guests. A Member who is removed shall not be entitled to any refund of prepaid annual fees or the Initial Fee.

4_Membership Payments

Membership fees should be paid within the first month of the decision to approve membership. Payment can be made at the hotel or through the electronic payment system to which every club member receives a link. By providing us with your payment information, you accept and agree to be charged membership fees in the form required by Stradom House once your membership is approved. Your membership package will be issued within the first month after we receive your first payment. Failure to pay the annual fee (or any installment thereof) within one month from the date of approval will result in the member not being accepted into the club, and membership will be terminated.

5_Proposing New Members

Members are welcome to propose new applicants to join Stradom House Members Club. Please email membership@stradomhouse.com our club secretary to receive a new members application form.

6_Pets

Animals are allowed in the premises except as mandated by law, owners will be responsible for pet behaviour.

7_Children

Children under sixteen years old may be present at the premises and only when accompanied by their parent which are responsible for the behavior of their children. Children shall be deemed guests up to 6pm.

8_Hedwig's Reservations

Only Members are able to book table at Hedwig's at dinner times. Tables will be issued at the discretion of the seating manager. Reservations should not be cancelled on less than 24 hours' notice. Reservations will be held no longer than fifteen minutes past the reserved time.

9_Transactions

Members and Guests who purchase food, beverage or products at the Premises shall identify themselves as a Member, at the time of purchase. Payment may be made by cash or credit card and shall be made at the time of purchase.

10_Club Policies

The following Club Policies are intended to promote the positive and safe experience of everyone associated with the Club. We consider these policies to have the force of by laws and we intend to enforce them by sanctioning Members and Guests who violate them and in appropriate cases, terminating Members and Guests access to the Premises.

1_Alcohol Policy

While alcoholic beverages are served throughout the Club and are a part of the membership experience, we expect all Members to moderate their usage and refrain from boisterous or disruptive behavior as a result of their intake.

We reserve the right to refuse to serve alcoholic beverage to Members and Guests who appear to be intoxicated. Alcoholic beverage service at the Club will comply with all state and local laws, rules and regulations, including minimum drinking age laws. No food or beverage may be removed from the Premises.

2_Anti-Harassment Policy

Sexual harassment or unwanted sexual advances toward persons of either sex will not be tolerated. Any Member who is disturbed by any of the conduct described above is urged to report such matters to General Manager, to any member of our team, or to any Manager on duty (such as a bar, restaurant, or hotel manager).

3_Philosophy Regarding our employees

We have carefully selected an experienced, and qualified team of employees. Their main goal is to ensure the comfort and satisfaction of our club members. We expect them to exhibit a positive attitude and professionalism. In return, we expect our club members to treat the Stradom House team with appropriate respect and dignity. Please report all suggestions related to the hotel staff to the club's management via email: membership@stradomhouse.com

4_Non-Smoking Premises

Smoking is not permitted anywhere in the premises, excluding the dedicated outdoor areas.

5_Dress Code

We encourage Club Members to dress in the manner that is comfortable for them. Members are expected to use reasonable judgment in how they and their guests wish to appear in various areas of the Premises. Appropriate sports and lounge attire must be worn in the gym and spa facilities of the Premises.

11_Hosting Events

Members may host Private Events in designated areas of the Premises, working with the Private Event Department to arrange food, beverage and other aspects of the event. Hosting Members shall comply with all terms and conditions of the Private Event agreement with the Club, which shall be in addition to the terms and conditions of this Charter.

12_Spa Policies

All Spa and Gym users must register in at the reception area. Spa services are for therapeutic massage and health maintenance and shall not be used for any other purpose. Robes and slippers shall be worn in all Spa areas outside of the treatment rooms, except that bathing suits shall be worn in the Sól Aqua. Members and Guests must shower before using the wet areas.

Spa appointments are by reservation only. Members and Guests should arrive at least 15 minutes prior to the appointment. Any appointments that are cancelled on less than 24 hours notice shall be subject to a 50% cancellation fee of the original appointment.

13_Gym Policies

Proper athletic attire will be worn in the Gym. Shirts and shoes are required at all times, except in the Yoga mat and Spa wet areas. Members and Guests who are not accompanied by a personal trainer must be knowledgeable in the use of gym equipment and must do so safely and with good common sense. Exercise classrooms may be used by Members and Guests as part of the Gym except when being used for classes or personal training instruction. Members and Guests shall comply with all signage and posted policies in the Gym, Spa, and locker rooms.

Rights and Benefits of Membership:

- 1_Access to gym SÓL Fit*
- 2_Access to swimming pool and saunas SÓL Aqua*
- 3_Free water at the gym*
- 4_Bathrobe and towel at the pool entrance and a towel at the gym entrance*
- 5_Monthly privileges at the SÓL SPA*
- 6_Limited special offer in restaurants just for you*
- 7_Priority to participate in SH special events*
- 8_Possibility to use concierge services*
- 9_The most attractive price for direct room bookings*
- 10_Free hotel room upgrade*
- 11_Access to reservations at Hedwig's Club*

CONSENT TO USE OF LIKENESS

From time-to-time, the Stradom Club appointed employee and photographers/videographers will be capturing key events. Should you prefer to remain anonymous, please let a employee member from the Member Events team know and please position yourself away from the camera. We will do everything we can to respect your privacy and to accommodate your concerns. We may pixelate or use other methods to obscure the identity of members who have not consented to be filmed or photographed.

CALLS FROM MOBILE PHONES & COMPUTERS

To protect the relaxed atmosphere within The Stradom Club, Members may not take or make phone calls while in the Club, including video and voice calls from mobile phones and computers. Calls from phones or computers may be made in designated areas.

PERMITTED USE OF DEVICES

Texting and using apps on mobile phones are permitted at the Club. Computers and other non-telephone devices (such as tablets) may be used during the day, but must be put away by 6pm when Club social activity becomes our focus.

AUDIO/VIDEO SOUND

Movies, videos, songs, and presentations must only be played through headphones and should not be audible to any other Member or Guest present.

CONFIDENTIALITY

The Stradom Club management and all staff members adhere to the strictest confidentiality standards and pledge to maintain all records and personal information concerning Members in the strictest confidence. We do cooperate with law enforcement investigations, court orders, and subpoenas in their requests for information that may otherwise be confidential.

GUEST ADHERENCE TO POLICY

Each Member is responsible for ensuring that his or her Guests are aware of this Privacy Policy and comply with it. Every restriction on Members is equally applicable to Guests.

PRIVATE EVENTS

Each Private Event host ("Host"), with the approval of The Stradom Club Event Manager in, will have discretion to determine the privacy policies applicable within the confines of the Private Event venue. Members and Guests attending a Private Event must receive the Host's permission before recording, photographing, videotaping, publicising, mentioning the Event in News Media or Social Media, and otherwise publicly identifying or describing the Event, the Host, or its attendees.

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Dear Stradom House Club Member

Thank you for the time you spent reading this Club Rules and Regulations. It was developed and designed so you can feel secure and also you can fully enjoying all the benefits at the Stradom House.

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