



THE NEST FAMILY CLUB

KEY INFORMATION AND TERMS AND CONDITIONS

REGISTRATION AND MEMBERSHIPS

Membership is FREE. To safeguard children and our adult members all adults and children must be registered before they can use the facilities. From time to time, it may be necessary to limit the number of memberships to prevent overcrowding of our facilities. Membership is always subject to availability.

SAFETY

For the safety of adults and children enjoying the club, members are not permitted to open the door and let other people into the club at any time. Members must firmly close the club doors and gate entering and leaving the club.

BUGGIES

We are currently awaiting planning permission for an external buggy storage. In the meantime, buggies can be stored in our external gazebo. You can find it in our garden, just go down the path to the right of the building. Buggies can not be brought into the building, we therefore recommend that you bring your baby in a sling, on a scooter or that they walk. If you do decide to bring a buggy, bring a rain cover, just in case.

APPLICATION FOR MEMBERSHIP

Applicants for membership shall complete and lodge with the Club an appropriate application form signed by the applicant together with suitable photo identification and child birth certificate. The Proprietor / Company reserves the right to accept or reject any application for membership at their discretion.

MEMBERSHIP WAITLIST

When registrations are full, we will add you to our wait list and let you know when a space is available. You must accept your space within 7 days. If a place is not accepted, we will remove you from the waitlist and offer the place to the next family waiting.

THE NEST FAMILY CLUB APP

When your registration is approved, you will be sent your app login by email. You can download our app from any Appstore, just search for The Nest Family Club, our app has our logo and there is a link on our website.



BUYING PAY AS YOU GO PASSES

Pay as you go classes can be purchased straight through our app. Simply choose the pass you want and pay for it, you will then be able to book classes, gym, Café, workspace, groups and events. All passes must be paid for up front and are valid for one month.

PAYMENT OPTIONS

We are happy to accept
American Express
Maestro/Switch
Mastercard
Visa

VALIDITY OF PASSES

Each pay as you go pass is valid for one month from the point of purchase. Any unused credits at the end of the month are lost, they can not be refunded or replaced.

CANCELLATION OF PASSES

The purchase of a pass is final. Passes can not be cancelled or refunded.

BOOKING CLASSES, GROUPS, CAFÉ, GYM, WORKSPACE OR EVENTS

You will need a valid pay as you go pass to book and enter. You can book through the app up to five weeks in advance.

ATTENDANCE OF CLASSES

Bookings made for children's classes are usually for one adult and one child to attend. Bookings made for adult classes are for one adult to attend. More details can be found in the class descriptions. Please check the class description for any age restrictions.

Members must adhere to COVID rules for arriving and departing the building. More information can be found in the members pack. The rules will change in line with government guidance and in line with the current local level of COVID cases. Rules will change as judge necessary by the proprietor.

CANCELLATION OF NEST OWN CLASSES

These classes are marked with (N) or our Nest bird on our timetable.

Bookings cancelled with more than 22 days or more notice will be credited back to your pass. Bookings cancelled at 21 days or less will not be refunded, credited or replaced.

CANCELLATION OF EXTERNAL CLASSES

These classes are marked with (E) on our timetable.

These classes have provider specific terms and conditions which should be checked with the provider upon booking, payment is made to the provider as per their terms and conditions. Some "E" bookings can be booked through the club app. Check the class description for details.

NON ATTENDANCE

Failure to attend any booked classes, group or event forfeits the session and there shall be no refunds or replacement sessions.



CAFE

Bring your own non spill eco flask for larger hot drinks at no extra cost (up to 350ml)

Cafe stay and play sessions are available to book through the app.

Bookings are per adult. Each booked adult can bring their own children only.

Only food and drink purchased in the cafe can be consumed there. (With the exception of baby milks and weaning food for babies under 9 months old)

Age specific groups must be adhered to. Younger/older siblings that do not fall into the age category of age specific groups can not attend, they may be booked into the crèche or nursery instead.

Families must vacate the cafe promptly before the end time of their session.

Children are not permitted in the cafe before 9am or after 4pm. These times are reserved for parents only.

The use of laptops or mobile devices is not permitted in the cafe except for phone calls and text messaging.

The cafe does not offer supervised play and Children remain the responsibility of parents/cater at all times.

Cafe items and play items located in the cafe must stay in the cafe area. Items are not free to take.

PET POLICY

Please note member pets are not allowed on the premises at any time with the exception of guide dogs. The Nest Miniature Poodle, Sophie, may be on site with her keeper. Sophie is always on a lead. If you have any concerns please contact info@thenestfamilyclub.com.

MEMBERS – SPECIAL PROVISIONS

No Club member or guest shall bring intoxicating liquor, soft drinks or food onto the Club premises. All members must produce their current membership card at Reception and prior to entering the Club. All members' guests must be signed in and the current guest fee, which may vary from time to time, paid, or a guest pass used.

All members must advise the Club Manager of any change of address, contact numbers or email. Any member losing their membership card shall be required to purchase a replacement at Reception. A Replacement card will be issued for a fee of £7

Membership cards are not transferable and any member who allows his card to be used by any other person or member shall be liable to expulsion and shall immediately pay a fee of £200.



It is the responsibility of members to keep their children under proper control at all times. Failure to do this may result in the member being expelled from the Club. Parents and guardians of children must supervise them at all times whilst in the Club, except where the child is under the care of the nursery or the creche.

The Club premises or any part thereof may on any day of the year, at the discretion of the Proprietor / Company, be used for functions which members shall not be entitled to attend except with the Proprietor's/ Company's consent.

Suitable attire is required throughout the Club. Members and children are to remain fully clothed around the venue.

All members will abide by the Club Complaints Procedure, which is available on request

FACILITIES

There is a phased opening of the club from July 2021 until April 2022. Full facilities can not be expected until May 2022.

At the absolute discretion of the Proprietor / Company any or all of the facilities may be temporarily or permanently closed for maintenance or any other reason without prior notice in the interests of health and safety.

COVID-19, CLOSURES AND UNFORESEEN CIRCUMSTANCES

If due to specific Government restrictions or any other reason, the club is required to close for a period of time, any cancelled classes will be credited to the members pay as you go pass. The life of the pass will be extended and will be valid for one month after the first day of the club reopening.

If the club is unable to honor any booked class, the class will be credited to your pass. When two or more of your booked classes are cancelled, you may apply for an extension of your pay as you go pass. An extension of 1 week for every two cancelled classes will be granted.

Both parties acknowledge the risk of restrictions resulting from government regulations and or orders. The customer acknowledges the club may be required to take one or more of the following measures for the safety of the venue staff and the safety of guests attending the event to which this booking relates: (i) impose maximum numbers (ii) limit food or drink availability (iii) impose specific requirements regarding personal protective equipment such as the wearing of masks; and/or (iv) limit any planned classes or bookings (v) designate alternative entrance and exit routes.

USE OF YOUR INFORMATION

In taking up membership the client / member is providing their permission for the club to use personal details for the sending of emails and letters pertaining to booking, membership and other offers at the venue as well as the uploading of personal details to membership related applications and software.



OTHER

If any member fails to comply with the Rules of the Club or in the opinion of the Proprietor / Company conducts himself/herself either in or outside the Club bringing the Club into disrepute, the Proprietor / Company may in his absolute discretion caution, suspend or expel any such member without assigning a reason for any such action or giving any explanation to that member

The Proprietor / Company does not accept liability for loss or damage to property of a member or guest.

ALTERATION TO THE RULES

These rules are subject to alteration, deletion or addition by the Proprietor / Company without prior notice.

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