

Chapters Club – Membership Terms & Conditions

1. Membership

Chapters Club is a paid loyalty programme operated by Classic Lodges Hotels.

Membership is available to guests aged 18 or over and requires a one-off lifetime membership fee of **£25**.

Membership is personal to the named member and cannot be transferred to another individual.

2. Membership Benefits

Members are entitled to:

- 12.5% off the Best Available Rate when booking direct with Classic Lodges.
- 12.5% off eligible spa treatments.
- A £25 Food & Beverage voucher upon joining.
- A personalised membership card.
- Exclusive member offers and promotions throughout the year.

Benefits may be amended from time to time.

3. £25 Food & Beverage Voucher

The welcome voucher:

- Is issued once upon joining Chapters Club.
- Is redeemable against food and beverage during a stay at a participating Classic Lodges hotel.
- Must be redeemed against a guest room account.
- Cannot be exchanged for cash.
- Cannot be used against accommodation or spa treatments.
- No change or credit will be given for any unused balance.
- Lost or stolen vouchers will not normally be replaced.

4. Member Rates

The Chapters Club member rate is available on selected dates and is subject to availability.

Member rates cannot be used in conjunction with any other promotional offer unless otherwise stated.

Bookings made prior to joining Chapters Club cannot be amended retrospectively to receive the member discount.

5. Spa Discount

The 12.5% spa discount applies to eligible treatments only and is subject to availability.

The discount cannot be combined with other spa promotions unless otherwise stated.

6. Membership Cards

Members will receive a physical Chapters Club membership card as part of their welcome pack.

If a card is lost, members should contact Central Reservations to request a replacement.

Membership remains active even if the physical card is lost.

7. Membership Communications

By joining Chapters Club, members consent to receiving communications relating to their membership, including exclusive offers, benefits and programme updates.

Marketing communications will only be sent where the member has provided the appropriate consent and may be unsubscribed from at any time.

8. Programme Changes

Classic Lodges reserves the right to amend, suspend or withdraw Chapters Club benefits or these Terms & Conditions at any time.

Members will be notified of any significant changes where appropriate.

9. General

Membership benefits have no cash value and may not be transferred, sold or exchanged.

Classic Lodges reserves the right to cancel membership where the programme is found to be used fraudulently or in breach of these Terms & Conditions.

These Terms & Conditions are governed by the laws of England and Wales.