



Club Rules

PATRON-IN-CHIEF HER MAJESTY THE QUEEN, GCVO

Victory Services Club | 63 - 79 Seymour Street | London | W2 2HF

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Company Registration Number 429298 (England) | Registered Charity Number: 261307 (England)

Amendments

Serial	Amendment	Name	Date	Signature	Remarks
01	Cessation of Membership	Colin Francis CBE CEO	13/11/2024	C Francis	Governance & Audit Committee
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CLUB RULES

1. This document and the information set out herein is published under authority of the Board of the Victory (Services) Association and are available to all members on the Club's website (www.vsc.co.uk).
2. The Club is known as the "Victory Services Club" and the Club's premises are 63-79 Seymour Street, London W2 2HF.

OBJECTIVES OF THE CLUB

3. The Club has two primary objectives: to provide facilities to enable all ranks to meet and associate with each other, and with others who have served previously in the Services; and to provide assistance in relieving need, hardship or distress among serving personnel and veterans.

MANAGEMENT OF THE CLUB

4. The day-to-day running of the Club is managed by the CEO/Club Secretary and the Senior Management team. The ultimate responsibility for the Club and its management rests with the Board of the Victory Services Club (Registered Charity No. 261307), which is controlled by the Victory (Services) Association a company by guarantee and registered under the Companies Acts under Company Number 429298. Members of the Board are, accordingly, both trustees of the charity and directors of the Victory (Services) Association.

MEMBERS' BENEFITS

5. Among the benefits that Members of the Club can expect are the following:
 - a. High quality accommodation and food in the heart of Central London.

- b. A Club open to, and providing an equal welcome to, all ranks.
- c. A Club that embraces, upholds and reflects military traditions, but provides modern facilities that support modern lifestyles and expectations.
- d. A Members' Club environment; it is a Club and not merely a hotel.
- e. A Club that is focused on both serving and former-serving military personnel, and their families.
- f. An environment in which members and staff demonstrate consideration for one another.
- g. Courteous and professional service from all staff at all times.
- h. Regular updates on Club news and events via the Club website (www.vsc.co.uk) and periodic newsletters.
- i. Eligibility to use the affiliated clubs listed on the Club website; the Club has reciprocal agreements with other clubs all over the World and Club members are welcome to use these clubs when abroad.
- j. A membership card.

MEMBERSHIP

Eligibility

- 6. Eligibility for membership of the Club includes the following groups:
 - a. Members of the British Armed Forces, of all ranks (both serving and retired), including Reserves.
 - b. Wives, husbands or partners of Club Members.
 - c. Widows and widowers of Former Serving personnel.
 - d. Parents and children (aged over 18), of those either serving or formerly serving.
 - e. Members and former members of the Armed Forces of Commonwealth and NATO countries. Potential membership for those from countries other the Commonwealth and/or NATO are considered separately and subject to approval by the CEO/Club Secretary.
 - f. Applications from those who do not fall into the above categories may be referred to the Board for consideration.

Membership Types

7. There are five types of membership of the Club:
- | | |
|-------------------------------------|---|
| a. Serving Armed Forces (and Joint) | Currently serving members of the UK, Commonwealth and NATO armed forces (with their spouse or partner). |
| b. Former Serving (and Joint) | Veterans of service in the Armed Forces of the United Kingdom, Commonwealth or NATO countries (with their spouse or partner). |
| c. Widow/Widower | Widows and widowers of Former Serving personnel. |
| d. Family and Joint Family | Parents and children (aged over 18) of those serving or Former Serving and spouses and partners. |

Membership Application

8. Applications for membership can be submitted online via our website <https://www.vsc.co.uk/membership/how-to-join>, in person during office hours, by post or by email using the downloadable application form. All applications for membership must be accompanied by the correct supporting documentation. Applications received over the phone will not be accepted.

9. A new application will be activated once the appropriate documentation has been received and processed. If we do not receive the required documentation within 30 days, the VSC will lapse membership applications without refund.

Membership Continuity

10. Club membership is to continue from year to year unless written notice is given to the Membership Secretary of the intention to resign before the annual renewal date. In these circumstances, members shall be liable to pay the Membership fee for the succeeding year.

Membership Cancellation

11. Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 that came into force on 13th June 2014 and apply in relation to contracts entered into on or after that date, new members have the right to cancel, without incurring any liability, up to 14 days from the day on which the application has been approved and the membership fee will be refunded. Members may cancel their membership at any time after the 14 days period, in this case they will be liable for the full year's subscription fee.

Cessation of Membership

12. The Board of Trustees has the power to expel a member when, in their opinion, it would not be in the interests of the Club for them to remain a member.
13. The Director of Finance & HR (or the Membership Secretary if the matter concerns the Director of Finance & HR) may suspend a member from the Club's premises pending a full investigation (conducted by the General Manager or another member of the Senior Management Team if the complaint concerns the General Manager). Written details of the complaint against them will be forwarded to the member's recorded address or via email if held on record.
14. Following the investigation the Director of Finance & HR (or the Membership Secretary if the matter concerns the Director of Finance & HR) will communicate the outcome of the investigation which will result in either the member's exclusion from membership or reinstatement. Such communication will be made to the suspended member within seven days of the outcome of the investigation.
15. A member excluded from membership has the right to make an appeal in writing to the CEO/Club Secretary within seven days of receiving the outcome of the investigation. The Appeal will then be heard by the CEO and the Membership Trustee¹. They collectively are the Appeal Board.
16. The Appeal Board's decision is final and permanent. A member whose membership is terminated will be ineligible to reapply for membership. Nor may they enter the Club premises as either a guest or a visitor.
17. The Appeal Board's decision will be communicated to the Board of Trustees at its next meeting and the Trustees shall have oversight over the termination process.

Membership Fees

18. The current Membership subscription fees are set out on the Club website www.vsc.co.uk

HOUSE GUIDELINES

Introduction

19. These guidelines are designed to help ensure that members and staff are clear about how the Club is used. They are set by the Board who will vary them from time to time to suit prevailing or emerging circumstances as they see fit. In this situation, any changes will be communicated to members as deemed necessary.

¹Or their nominated replacement (i.e. a trustee) should they not be available.

Use of the Club

20. The Club's public rooms are open daily for the use of members subject to notified opening times. Opening times can be found on Page 14. The public rooms comprise:

- a. Lounge bar:
- b. RN Lounge
- c. RAF Lounge
- d. Club Dining Room
- e. The Grill
- f. The Coffee Bar
- g. Reading Room
- h. Smoking Area

21. Members and guests, not occupying bedrooms, are expected to leave the Club promptly and quietly at the notified closing times of the Lounge Bar (Closing times can be located under rule 58). Access to the Club is permitted from 07:00 am daily.

22. The Board, CEO, or his representatives, may close the Club, or part(s) thereof, as they see fit, depending upon prevailing circumstances.

Dress

23. The Club's dress code reflects the Trustees' aspiration that the Club should be a relaxing environment where each member, guest and staff member fully demonstrate consideration and thoughtfulness towards each other. We have no desire, therefore, to be proscriptive when setting dress rules. Instead, we seek to define a minimum expectation and members' support in providing an experience in the Club that is in keeping with the surroundings and acknowledges the wide age range of those choosing to spend time here. The minimum expectation is set out below:

- a. Dress in all public areas of the Club, at all times, must be clean and inoffensive.
- b. Outdoor coats must be removed and Placed in the cloak room.
- c. Members and guests are asked not to wear sportswear in the public areas.

Those who do not meet this expectation will be approached by a member of the Club's staff members and asked politely to address the issue.

24. Members are expected to ensure their guests conform to the dress code.

Conduct of Members and Guests

25. A high standard of behaviour is expected from members and guests, at all times whilst on the Club's premises. The Club exists to provide a comfortable and amenable environment for all members. In return, the Board expects members to behave with consideration of others (members, guests and staff). Disruptive, offensive, or inconsiderate behaviour of any kind has no place in the Club. The CEO, or his representative, is empowered to direct the immediate departure of a member or their guest from the Club, should either fail to meet these required standards.

26. All members are reminded that they are responsible for their guests at all times.

27. The Board may decide to suspend and/or terminate the membership of a member in arrears with their due subscription fees payment.

28. Any member who becomes the subject of a bankruptcy proceeding must declare their situation to the Chairman of the Board of Trustees.

29. Members must notify any change of address to the Membership Secretary in writing.

30. Members must book into the club Via the Concierge desk using their membership card.

31. Non-members, including spouses or other relatives of members, who arrive at the Club in advance of their host member, will be invited to wait in the Foyer. Exceptionally, when the host member makes a specific arrangement in advance with the Front of House staff, a guest may be invited to wait in the appropriate public room.

32. Members should arrange to meet their guests in the entrance hall and must enter their guests' names in the Guest Book at the Porters' Desk on each occasion when visiting the Club. If meeting guests on arrival is not possible, guests should be directed to the Porters' Desk, where arrangements to contact their host will be made. A member's guest may be refused entry to the Club if the guest has not been booked into the Club in advance and the member is not present in the Club.

33. In the interest of security, and to enable the Club to comply with Health and Safety requirements, members' guests are not permitted in any bedrooms unless they are resident in the Club.

34. Members and guests are forbidden from inviting staff into bedrooms or the public rooms as their guests.

35. Members wishing to bring more than 10 guests to the Club at one time must seek approval in advance from the CEO/Club Secretary. Any group that will be larger than 10, regardless of how many members are in attendance, must also seek approval in advance from the CEO/Club Secretary.

36. Children under the age of 18 are only allowed in the Club Lounge Bar, The Grill or the Club Dining Room when accompanied by an adult member or guest.

Reporting of Conduct of Staff

37. In the event that a member or guest should have any issue with, or complaint against, an individual employee of the Club, the matter must be raised with the appropriate Senior Manager and not with the individual concerned. The Club staff is committed to delivering professional and courteous service and, on those rare occasions when we fail to meet these standards, responsibility for follow-up action rests with the CEO/Club Secretary and/or his Senior Management colleagues.

Reading Room

38. The Reading Room is situated on the first floor of the Centenary Wing. A selection of books is available for exchange/return. Members are not to remove newspapers, magazines, or periodicals of any description from a public room without the permission of the Membership Secretary. Library books may be moved to bedrooms and other areas within the Club but must not be moved from the premises.

Conducting Business within the Public Rooms

39. Business meetings are not to be conducted in the public rooms because this would impinge on the enjoyment of the rooms by other members and guests. Private rooms are available for this purpose and may be booked through the Events office on extension 354, 334, 370 and 305.

40. Members may not use the Club address in an advertisement or prospectus of any business with whom they are connected.

Use of Electronic Devices within Public Rooms

41. Mobile phones and other electronic devices may be switched on in the Club but must be set to 'silent' mode. Members may only make or receive calls on mobile phones in the following areas: the Reception Foyer; the Coffee Bar area of The Grill; the RN Lounge; the RAF lounge; conference rooms; and bedrooms. It should be noted that this list specifically excludes the Lounge Bar, the informal dining area within The Grill, and the Club Dining Room where, in the interests of consideration to other members and guests, neither inbound nor outbound calls may be taken or made. Calls in permitted areas must not be conducted in 'speaker' mode.

42. Laptop Computers and tablets may be used in each of the public rooms except for The Club Dining Room, but only when set to 'silent' mode.

Gambling

43. Gambling is not permitted in any areas of the Club.

Smoking and Vaping

44. By law, the entire Club, including all of the bedrooms is a no-smoking area. The Club management takes its legal responsibilities in this regard extremely seriously. Members found to have been smoking in a Club bedroom will face an automatic administration charge of £150 to cover the cost of taking the room out of service for one night while deep cleaning of the carpets and curtains is completed. In addition, details of failure by a member or their guest to meet the Club's behavioural standards (whether smoking in a bedroom or other non-designated area of the Club) will be reported to the CEO/Club Secretary for consideration and probable suspension of their membership. A designated smoking area is provided for members and their guests on the First-Floor flat roof opposite the Duty Manager's Office in the Management Corridor. Out of consideration for fellow members and guests, members are asked politely to refrain from smoking in the Club's main entrance porch. The ban on smoking throughout the Club building, unless in the designated smoking area, applies equally to vaping.

Pets

45. Pets, other than Assistance Guide Dogs, are not allowed in the Club.

Firearms

46. Under no circumstances are members or guests to bring firearms of any description onto the Club premises. On this basis, members and guests are advised to make alternative arrangements in advance for the storage of firearms (with a licensed gun keeper).

Photography

47. No photography is permitted within the Club out of consideration to other Members, guests, or staff without the advance permission of the CEO/Club Secretary.

Data Protection

48. In accordance with the Data Protection Act 2018, the Club has a legal duty to protect any personal information collected. Personal information will only be used for the purpose for which it is collected.

Evacuation

49. In the event of a contingency event requiring evacuation from the Club by all members, guests and staff, the following points must be adhered to:

a. On hearing a continuous alarm siren, members and guests should leave the premises via the closest signposted route and should not delay by collecting belongings. The likely Emergency Assembly Point is on the corner of Connaught Square (to the left on leaving through the main entrance), but staff will direct as required.

b. Members and guests must not attempt to use the lifts to evacuate from a fire.

c. Members or guests requiring assistance evacuating from the Club premises should make this known to the staff on their arrival at the Club. The Club operates a system of individual Personal Emergency Evacuation Plans to ensure these circumstances are recorded and staff are aware.

Loss or Damage to Member's Property

50. While all reasonable care will be taken, the Club does not accept responsibility for damage to or the loss of the property of members or guests, whether on, or in transit to or from, the Club premises.

PAYMENTS AND ACCOUNTS

Payment of Charges

51. All purchases made in the Club must be either paid for at the time of purchase or added to the relevant room number account.

52. On leaving the Club, members must pay, in full, all bedroom and other expenses incurred whilst staying at the Club. As specified in para 43, a charge £150 will be added to the bill when smoking has been found to have taken place in a bedroom during a stay. Equally, should any item of furniture, soft furnishings or Club infrastructure be damaged a charge will be added to the bill prior to check out, to cover the cost of the said item at the discretion of Senior Management.

53. A member is responsible for all the charges they and their guests incur.

54. Members from affiliate clubs are responsible for their own charges and these must be settled upon departure.

55. Bedroom accounts are to be settled at Reception either prior to departure, each week or when they reach £750, whichever is the earlier.

56. Any Member who has a bill outstanding with the Club and fails to give a sufficient explanation to the CEO/Club Secretary, may have their membership

suspended temporarily, thereby forfeiting all rights to use the Club until the matter is considered by the Board.

Cheques and Cash-Back

57. Members may not cash cheques in the Club. Additionally, the Club does not provide facilities for cash-back via card payments.

58. Should a member pay by a cheque for Club services which is subsequently dishonoured, alternative payment will be required immediately. Depending upon the circumstances, the matter will be reported to the CEO for consideration as to any necessary follow-up action (which may include suspension of the member's membership).

BARS AND CATERING

Bars

59. The Lounge Bar times are as below:

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|----------------------|------------------|
| a. Monday – Thursday | 12.00 - 23.00 |
| b. Friday & Saturday | 12.00 - Midnight |
| c. Sunday | 12.00 - 2300 |

60. Alcoholic drinks will be available from the bar in The Grill from 11.00 am to closing time. (Monday to Sunday).

Restaurant

61. Restaurant times are as below:

- | | |
|---|-------------|
| a. Breakfast - Monday To Friday | 0700 – 1000 |
| b. Breakfast - Saturday, Sunday and Bank Holidays | 0730 – 1030 |
| c. Lunch - Monday – Sunday | 1230 - 1430 |
| d. Dinner – Monday – Sunday | 1700 - 2100 |

Meals

62. Meals are served only in the Club Dining Room and The Grill (and events rooms if booked by a member for private use). Sandwiches and Afternoon Tea are available in the Lounge Bar and the Navy Lounge. Timings and menus are published on the Club's website (www.vsc.co.uk). Members may reserve a table (depending on availability) for dinner and/or lunch in the Club Dining Room. If a table is not occupied within 15 minutes of the time specified, it may be released to another member.

63. Meals or drinks are not served to members or guests in the bedrooms.
64. Food may only be taken, or sent, off the premises providing the appropriate form is completed by a Food and Beverage team member.
65. Food supplied by members may not be cooked in the Club and Club refrigerators are not available for the use of members. However, provided sufficient notice is given, special dietary meals can be prepared by the Club's Executive Chef.
66. Food and drink purchased outside the Club should not be consumed anywhere in the Club.

SECURITY

Identification

67. Membership cards are used to gain access to the Club and to identify members. These cards should be carried always when visiting the Club and presented to the management or staff if requested. Loss of a membership card is to be reported to the Membership Secretary as soon as possible. An administrative charge of £10 will be applied to replace a lost, stolen, or damaged card.
68. Members and guests arriving at the Club are to show their membership card, military identity card or some form of photographic identification. Visitors from affiliated clubs are to show their respective club membership card and letter of introduction. All visitors and contractors are to complete the Visitors' Book held at the Porters' Desk.
69. Members and guests bringing briefcases, handbags and other personal belongings into the Club may be required to offer these items for a security examination. Luggage is to be stored in the luggage storage room and not left in the public rooms. Overnight luggage, including wheeled cases and large holdalls, are not to be taken into the Grill or the Club Dining Room, when the member or their guest is having a meal. The Porters will look after the luggage in the Club's Luggage Store.
70. For security reasons personal items are not to be left unattended in the public areas of the Club, or immediately outside the building.

ACCOMMODATION

Charges

71. Bedroom charges are set by the Club's Board of Trustees.
72. Shared Facility Accommodation can only be occupied by a VSC member.

Reservations

73. Members are required to provide their Credit Card details when making a bedroom reservation. Credit Card details will be validated upon check in.
74. Members may request advanced reservations for accommodation for periods up to 21 days continuous stay. Exceptionally, a period of over 21 nights' stay may be authorised by the Front of House Manager or a Senior Manager. Any such extended stay must then not exceed a total of 30 nights, at which time the member or guest must depart the Club for a period of not less than 48 hours.
75. Members may reserve accommodation for up to four additional guest rooms for unaccompanied guests. Unaccompanied guest rates apply.
76. Occupation of bedrooms will be from 3pm on the first day of reservation and the room is to be vacated by 10.30 am on the day of departure. Members are requested to vacate bedrooms promptly to allow them to be serviced for the next member or guest.

Cancellations and Amendments

77. The Club's bedroom cancellation and amendments policy is as follows:
- a. **Cancellation Charges.** Members or guests who intend to cancel a reservation must inform the Reservations Team by 1pm the day before they are due to arrive. Members, who fail to notify the Club by this time will be liable to a cancellation fee of one night's accommodation charge, less VAT. Similarly, all "no shows" and "non-arrivals" will be charged the full accommodation price.
 - b. **Amendment Fees.** If a member wishes to amend a bedroom booking (for instance, by reducing the number of nights they will be staying with us) this must be notified to the Reservations Team by 1pm the day before they are to arrive. If the amendment is made after 1pm a member will be liable for a one night's amendment fee equivalent to the cost of the booked bedroom which will be applied to the final room bill.
 - c. **Confirmation of Changes.** When cancelling, or amending a bedroom booking, all members must note that the Reservations Team will issue an email to the member confirming the change. Unless a member receives a confirmatory email to record that the Club has changed the booking, the cancellation or amendment change will still apply. Members are requested to retain the email correspondence from the Club. Members must obtain confirmation of cancellations and amendments in writing from the VSC.

Official Functions and Events

78. Non-members attending events at the Club may reserve accommodation but will be charged full rates (as opposed to members' rates).

Reciprocal Club Guests

79. Having previously been verified and approved by the Membership Secretary in writing, members of reciprocal clubs may use accommodation at Non-Member rates, provided a Club member does not require the accommodation.

CORRESPONDENCE, PARCELS, BELONGINGS AND LUGGAGE

Correspondence and Parcels

80. Letters and parcels sent to members who are resident at the Club must be clearly labelled with both the member's name and Club membership number. Post must be collected in person from the Porters' Desk by the member. Any items not collected within 7 days will be returned to sender. Items requiring a postal surcharge will not be accepted by the Club and members should note that parcels may be opened for security inspection.

81. Members should not give the Club's address as their primary or residential address, and the Club cannot be used as a Registered Office by any member.

Belongings and Luggage

82. The Club does not accept any responsibility or liability for the safety of any article left on Club premises. Members who are staying in the club's bedrooms should use the individual bedroom safes. A fridge is provided in the Duty Manager's office for the storage of members' medicines that require refrigeration.

83. Members' belongings may be retained in the Left Luggage Room during the period of their stay in the Club but may be subject to security inspections. Uncollected luggage will be disposed of after 7 days. The Porters are responsible for the management of the Luggage Room and can refuse to store luggage at their discretion.

84. Should a member arrive at the Club before their bedroom is available for occupation, their luggage may be stored only in the Left Luggage Room.

RECIPROCAL CLUBS AND RECIPROCAL MEMBERS

85. Members wishing to visit a reciprocal club should first obtain a letter of introduction, and it must be signed by the Membership Secretary. This should be requested through the Membership Department at least two weeks prior to travel. Admission to a reciprocal club will then require the member to show their VSC membership card together with their letter of introduction. Members should liaise directly with the reciprocal club to make an accommodation reservation.

COMMENTS, SUGGESTIONS AND COMPLAINTS

86. Comments, suggestions or complaints should be made at the time to the appropriate supervisor or departmental manager. If the appropriate manager or supervisor is unavailable or unable to resolve the problem, the issue may be referred to the Duty Manager.

C Francis
CEO/Club Secretary