AURELIUS

SPA AT MATFEN HALL

TERMS & CONDITIONS 2026

APPLICATION, MEMBERSHIP & SUBSCRIPTION

1. Acceptance of this application by Matfen Hall constitutes a contract relating to membership of Aurelius between Matfen Hall and the applicant subject to these terms and conditions. Membership is conditional upon the observance of these terms and conditions and all rules and regulations made by Matfen Hall which are applicable to membership.
2. Absolute discretion is granted to Matfen Hall to reject any application for membership without ascribing any reason for doing so.
3. Matfen Hall reserves the right to introduce and amend categories of membership at any time.
4. On acceptance of any application all members are issued with a membership card. The membership card must be available upon request as proof of membership.
5. The membership subscription shall be fixed by Matfen Hall and shall be paid monthly for 12 months. In addition to membership subscription a joining fee maybe payable at any times of application for membership at the current rate. Matfen Hall from time to time, may vary the subscription, and members will be notified in writing of any variations in the subscriptions. Membership shall be renewed by payment to Matfen Hall on the annual subscription in force on the expiry of the current term. Matfen Hall may refuse to renew membership and shall not be obliged to give any reason there of. Matfen Hall has the absolute right to terminate without prior written notice the membership of any member if payment of money due to Matfen Hall falls in excess of 30 days in arrears.
6. Joining fees and subscription fees are inclusive of value added tax and are not refundable.
7. A member is entitled to use the facilities under the relevant category of membership. Matfen Hall may at any time withdraw all or part of the facilities for any period or on a permanent basis where the same are required for use by the hotel or its guests, or in connection with any repair, alteration or maintenance work to the facilities or hotel.
8. Members are advised strongly to book treatment times to confirm availability. This can be done in person in Aurelius or by telephone.

MISCELLANEOUS

9. Members must follow the dress code for the hotel.
10. All members must report to reception to sign in before using the facilities.
11. All lost property found on the premises should be handed in to reception. Lost property will be disposed of after 1 month.
12. The hotel reserves the right to refuse admission and/or cancel if any member in the opinion of the hotel cause nuisance or be abusive to any members, users of the facilities or staff.
13. Membership shall be promptly cancelled if any member allows their membership to be used by someone else to gain free access. Any lost membership card will be replaced at a charge of £5.

LIABILITY

14. Matfen Hall's liability for damage or loss to members' property is strictly limited to any damage or loss suffered as a result of negligence of Matfen Hall, its staff or its agents. With this exception Matfen Hall will not accept liability for safety of members' personal property brought into the facilities. Property stored in lockers provided is stored at the members' risk and Matfen Hall will accept no liability. Cars parked in Matfen Hall car parks are at the members' own risk, Matfen Hall accepts no liability for them.

15. Matfen Hall cannot accept liability for any accident to any member that may occur on the premises or within the grounds of the hotel other than liability which may arise from negligence of Matfen Hall, its staff or its agents. Any member who suffers an accident on the hotel premises must report the accident and the circumstances under which it occurred to the duty manager immediately following the accident.

CANCELLATION OR SUSPENSION

16. Joining fees and subscription fees are not refundable.

17. When joining all membership categories are for the calendar year and if you cancel you will still be liable for the remaining amount until the end of your membership term.

18. A cancelled member wishing to rejoin will be classed as a new member and the joining fee shall be payable upon application. Matfen Hall may refuse to renew a membership and shall not be obliged to give any reason.

RULES AND AMENDMENTS

19. By their membership, members agree to be bound by the rules.

20. Members will be required to comply with any reasonable directions which Matfen Hall give to ensure the smooth operation of the facilities and the convenience of the members. Anyone found to be in breach of any rule, policy or procedure may face a suspension or termination of their membership.

21. Payment of the membership fees confirms the members agreement to follow the terms and conditions, rules, policies and provides permission for their personal details to be added to hotel databases.