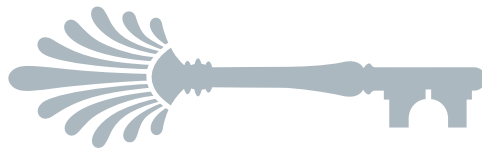


Club Guide



Issue 1, March 2008



About the Club Guide

The Club Guide gives you all the information you need to make the most from your membership and is a comprehensive reference for all the important things that you need to know about the Club – from how to make a reservation, who can use the properties, what you can expect to find at each property, to information on the Inclusive Club Services and Additional Concierge Services offered by the Club.

Please take time to study the Club Guide and familiarise yourself with the information. It may be updated from time to time and the latest version will always be available on the Members' area of the website.



The Hideaways Club



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1.0 Properties

The properties consist of beautiful homes with an average individual value in excess of £1m. Each home typically has an average floor space of 250-800 square metres, with four bedrooms and four bathrooms, private gardens/terraces and a swimming pool, where applicable. The portfolio also includes ski chalets, and city apartments may be added in the near future. The properties are interior designed and furnished to a high standard and reflect a combination of the local area, the modern benefits of contemporary living and all the comforts of home.

The Club is very child-friendly and The Hideaways Club's team acquire properties with careful consideration to their suitability for children. Each property has a range of baby equipment, children's games, toys and DVDs. The UK Concierge and Local Concierge will be happy to co-ordinate every family stay.

1.1 New properties

Members are notified as soon as new properties are acquired and ready for Members to reserve – by email and also on the Members' area of the website. It is, therefore, important that Members provide an up-to-date email address.

1.2 Detailed property information

The Property area of the website includes detailed information on each property including photographs, floor plans and a property summary.

1.3 Multiple properties in popular locations

As The Hideaways Club's property portfolio expands and to satisfy demand, there is likely to be multiple properties in the most popular locations.



1.4 Property set up

Each property includes:

Entertainment/Internet access

- Sky TV and Continental package (where available and including movies, sports, news, children's and music channels).
- Internet access (subject to local availability and this will be confirmed by the UK Concierge on request).
Please note Members will need to bring their **own laptop** which will need to be wireless enabled.
- A range of DVD films.
- Bose iPod system with a comprehensive selection of music.
- A selection of board games.

Bathrooms and bedrooms

- Luxury bathroom towels and bath robes (for adults).
- A hairdryer in each bedroom.
- Luxury bed linen, pillows and duvets.

Toiletries

A selection of luxury toiletries from Molton Brown or equivalent are provided during your stay and these include:

- Shampoo, bath/shower gel, body lotion and soap, and liquid hand soap in the cloakrooms.

Kitchen

Each property has a comprehensively equipped kitchen, and the following kitchen consumable items are provided:

- Tea, sugar, olive oil, balsamic vinegar, salt and pepper, dried pasta, rice, cling film, foil, dishwasher tablets and salt, washing up liquid, kitchen paper towels, cleaning consumables and laundry powder.

Barbecue (where available)

A gas barbecue or a traditional charcoal/wood barbecue, together with a supply of gas, charcoal, firelighters and matches.

Laundry

Most properties have a laundry room/area with washing machine, dryer, iron and ironing board.



Internal winter fires

Certain properties have internal fireplaces, and firewood is provided during the winter months.

Swimming pool (where available)

A swimming pool alarm is installed in all Club swimming pools. The Club also provides:

- Luxury pool towels.
- A small selection of children's pool toys and pool noodles.

Please note that The Hideaways Club does not supply pool inflatables, children's armbands or swimming aids. If your children require these, please bring them with you.

Toys

The Club provides an excellent selection of toys for younger children and also a selection of family indoor and outdoor games.

Babies and younger children

The following items are also available on request:

- Two travel cots per property, changing mats, potty, children's cutlery and tableware.
- Fitted bottom sheets, mattress protectors, waterproof undersheets, waffle blankets.
- A selection of baby toys.
- Two door gates per property.

1.5 Property occupancy

The adult occupancy capacity varies in each property and this is governed by the number of beds – occupancy information for each property can be found on the property area of the Club website or by contacting the UK Concierge.



2.0 Club Services

2.1 Inclusive Club Services

The Annual Cost Contribution includes the following services:

Housekeeping

A housekeeping service is included for up to four hours per day, depending upon the size of the property. The Local Concierge will confirm housekeeping arrangements.

Swimming pool and garden maintenance

The swimming pool and gardens are serviced and maintained during the week and the Local Concierge will advise Members and Guests when these services are undertaken.

Welcome Grocery Basket and pre-stocked food items

A Welcome Grocery Basket is provided (the contents is outlined in the pre-departure 'Before You Go' document) together with a range of basic food supplies, including tea, sugar, olive oil, balsamic vinegar, salt, pepper, rice and dried pasta.

Bed linen and towels

Bed linen is changed weekly with pool towels automatically replaced mid-week. Bed linen and bathroom towels can be changed mid-week for an additional charge.

Property security

Most of The Hideaways Club properties are fitted with a security alarm, and a small valuables safe is provided in each property. Members and Guests are advised not to leave valuables, including laptops, mobile phones, iPods, jewellery, passports, money, etc on view when leaving the property.

Property maintenance and general costs

All property running costs are included – water, heating, electricity, rates, insurance, property taxes, general maintenance and repairs, and also the replacement and renewal of fittings, furniture and decoration.



Insider Guides

The Hideaways Club prides itself on providing all the important 'inside' information on every location – where to eat, what to see, the nearest beaches, the best ski runs, golf courses, concerts and the details of special festivals and events. The Insider Guides give all the 'inside' information that would, under normal holiday circumstances, take many exploratory visits to know. The Local Concierge will be happy to run through the Insider Guide at the start of each stay.

2.2 UK Concierge

The UK Concierge arranges and co-ordinates all reservations, Inclusive and Additional Concierge Services, initially with Members and then with local service providers and the Local Concierges. The team are also responsible for general membership administration including Annual Cost Contribution renewals, the purchase of additional Destination Points and general membership queries.

Before You Go

Members will receive comprehensive pre-departure holiday and property information from the UK Concierge approximately 12 weeks prior to departure. This gives useful information about the property including equipment and facilities.

2.3 Additional Concierge Services

The UK Concierge and Local Concierge can recommend and arrange a wide variety of Additional Concierge Services for Members and Guests. These services are limited only by the Members' imagination (and local availability) and are provided at an additional cost. Additional Concierge Services the Club is regularly asked to arrange include: Personal Grocery Shop, car hire, spa treatments, golf tee times, beach club arrangements, horse riding, ski passes, ski equipment and tuition, yacht and boat hire, adventure trips with guides, and tickets for concerts and sporting events.

These services will be booked in advance through the UK Concierge, and availability and charges will vary according to the location. Full details of popular Additional Concierge Services are available for each property and will be sent to Members with the Reservation Confirmation, and will also be available on the Members' area of the website. Some examples of the most popular Additional Concierge Services are shown overleaf:





Personal Grocery Shop

Many Members use the Personal Grocery Shop service for the convenience of having the kitchen cupboards and fridge fully stocked for their arrival. In certain locations, the shops close on Sundays and, in these cases, the UK Concierge will particularly recommend a Personal Grocery Shop.

Bed linen and bathroom towels

If you would like to have the bed linen and bathroom towels changed mid-week, the UK Concierge can arrange this for you and will confirm the cost of this service.

Local cooks/catering

In certain locations, the Local Concierge can recommend a local cook (for home cooking) who can prepare breakfast, lunch, supper and barbecues. For a more formal occasion, it may also be possible to provide the services of an experienced Chef. The UK Concierge will be able to confirm which properties have this Additional Concierge Service, which is subject to availability, particularly during the peak holiday periods.

Holiday Experiences

In order to help Members and their Guests significantly enhance their enjoyment, in certain locations the Club will offer Holiday Experiences, which would normally be very difficult and expensive to organise independently.

Car hire

The UK Concierge can organise car hire at the destination airport. In most locations, the Club has arranged a car hire partnership with a priority pick up service. Airport car hire is generally less expensive than local car hire.

In certain locations, the UK Concierge can arrange for a hire car to be delivered to the property; the car hire company will normally make an additional charge for this service.

Airport transfers

The UK Concierge can arrange airport transfers from the destination airport to and from the property – and will provide you with a cost in advance for this service.

Resort access

When acquiring properties located within resorts, the Club will negotiate access to selected resort activities, wherever possible. These may be at an additional cost.



2.4 Payment for Additional Concierge Services

Payment for Additional Concierge Services may vary from service to service and from location to location, and the UK Concierge will confirm payment terms prior to the services being booked with the local service provider. With the Member's permission, payment for selected services may be charged to a credit card.

Payment for some services will be required locally when the service is provided. Please note that some local service providers may not accept credit card payments, and the UK Concierge will clarify this when confirming any Additional Concierge Services booked. Payment for Additional Concierge Services booked by the Local Concierge, once at the property, will need to be paid directly with the service provider.

2.5 Local Concierge

The Local Concierge will welcome Members and their Guests to the property, normally on the day of arrival.

The Local Concierge will provide a comprehensive property induction, which includes a Health and Safety Briefing and they will confirm the services and activities already booked from the UK. The Local Concierge is able to give advice on the local area and also organise other local services and bookings. The Local Concierge will contact you the day after your arrival, and again mid-week, to answer any questions you may have.

Members and Guests are given the Local Concierge's mobile number, which is also a 24 hour contact number in the event of an emergency. Other emergency contact numbers are provided within the Insider Guide, and also on Location Cards issued by the UK Concierge.





3.0 Reservations Policy

3.1 Reservations

Reservations can be made a maximum of 12 months in advance of the intended date of arrival, see section 3.9 for more details. Properties will be released into the Reservation system (and online when introduced) at 12 noon on the Monday after the 12 months maximum advance reservation date.

3.2 Making a reservation

The Member, and one other person authorised by the Member, may reserve any property (subject to availability, membership category and within the terms and conditions of the Reservations Policy) through the UK Concierge.

The UK Concierge is available to take reservation enquiries and bookings from 09.00-18.00, Monday to Friday. Members may also email a request for a reservation. To be fair to all Members, these will be dealt with in the order in which they are received.

Short notice reservations

Short notice reservations can be made a minimum of 14 days in advance.

3.3 Who can use the properties?

Members and their Guests can use the properties and Members may nominate any person (over the age of 25) to use the property in their absence, during all or part of the reservation. The Member is required to make the reservation and is responsible for the property during the stay.

The Club's view is that the Member owns the property and therefore it is the Member who can determine who uses the property. However, Members are not permitted to advertise or sell their reservations for financial gain, to any individual or company.

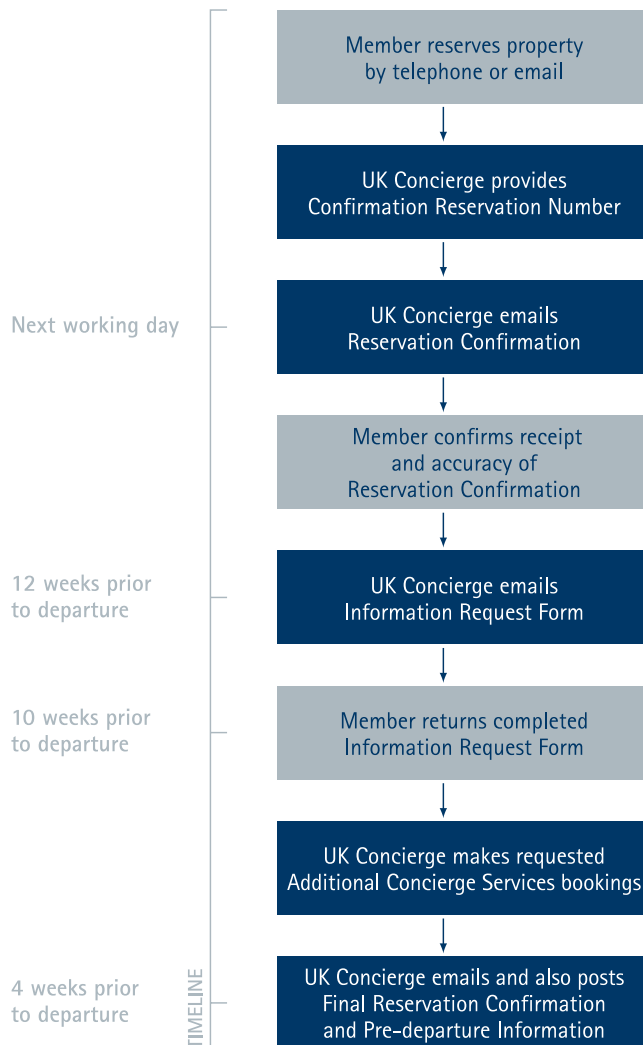
3.4 Online reservation capability

Members will also eventually have the option to check availability and make reservations online but, to provide you with the best holiday experience, the detail of these reservations will always be co-ordinated by the UK Concierge.



3.5 Reservation Process

The flow chart outlines the Reservation Process, and each element is described in detail in this section:





Reservation Confirmation

The Member will call the UK Concierge to make the reservation and, subject to availability, the UK Concierge will provide a **Reservation Confirmation** reference number, and also reconfirm verbally the outline details of the reservation.

A **Reservation Confirmation** letter will be sent on the following working day, by email. The email will direct the Member to confirm receipt (by email) and that the details contained in the **Reservation Confirmation** letter are correct.

It is essential that Members confirm the receipt and accuracy of the **Reservation Confirmation** letter, as this is the method by which each reservation is secured. Members should not book any flights or make other travel arrangements until this has been done.

Information Request – 12 weeks prior to departure

The UK Concierge will call the Member 12 weeks prior to departure to confirm what information is required – this will include the names of all Guests, ages of children, bed configurations, family requirements and flight numbers, including arrival and departure times, details of Additional Concierge Services, and any other specific requirements.

The Member will then be sent (by email) an **Information Request Form** to enable the UK Concierge to organise and co-ordinate the full reservation requirements including all the required Additional Concierge Services.

The UK Concierge will liaise closely with the Local Concierge to co-ordinate each Member's individual requirements and will confirm (provided that all the required information is available from the Member) all requirements within seven working days of receipt of the **Information Request Form**.

Deadline for Reservation Information

Reservation Information must be provided to the UK Concierge at least four weeks prior to departure. Any amendments to Additional Concierge Services will be re-confirmed in writing.

Please be aware that Additional Concierge Services can become fully booked well in advance and the more notice that is given of specific requirements, the better.

Final Reservation Confirmation and Pre-departure Information – 4 weeks prior to departure

Subject to the UK Concierge receiving full reservations details from the Member, Final Pre-departure Information will be sent out by email and by post, four weeks prior to the reservation departure date.



3.6 Arrival and departure days

Reservations will normally run from Saturday-Saturday. The reservation week at some properties may be adjusted to accommodate flight restrictions in specific locations and to take into account public holidays falling on certain days of the week.

3.7 Check in and check out times

The check in time at each property is **4pm**, with check out at **11am** (with the exception of the ski chalets, where check out is at 10am). As a courtesy to other incoming Members and, to enable our housekeeping standards to be met, **the check in and check out times must be observed**. It is strongly advised that Members book flights that correspond with these times.

3.8 Property availability

Through the introduction of a Lifestyle membership, the ratio of Members to properties is seven per property, but with only four Members per property for Peak weeks. As a result, the Club estimates that all properties will only be used for approximately 24-30 weeks each year, which maximises property availability. The Club cannot guarantee specific weeks in specific properties but believes there will be more than sufficient availability to enable Members to secure a reservation.

The Club's plan is to always buy 2-3 properties ahead of membership sales, thus providing even more capacity for existing Members use.

3.9 Property usage and reservations restrictions

A maximum of four weeks 'live' Priority and Peak reservations (see page 12) are permitted in any individual membership year. Live weeks are defined as the weeks that a Member has booked but not yet taken. In addition, reservations can also be made for the following membership year providing that the reservations are within 12 months of the intended date of departure and it is acknowledged that this may result in a Member having more than four weeks of 'live' Peak and Priority reservations outstanding at any one time. There are no set restrictions on the number of Mid Peak and Off Peak reservations a Member may book, but usage will be closely monitored and with ongoing reference to the Club's Fair Usage Policy. Within each Member's membership year, the following reservation conditions apply (see overleaf):



Priority allocations

For the majority of properties, Priority Weeks are defined as Christmas, New Year and Easter, the weeks falling over major sporting or cultural events and, for ski properties, the February half term. Priority Weeks can be reserved for a maximum and minimum of one consecutive week up to 12 months in advance, in any particular property. Additional reservations during Priority Weeks may be made in respect of any property still unreserved less than four months prior to intended date of arrival.

Peak allocations

Peak Weeks are generally the school holiday periods **excluding** Christmas, New Year and Easter, and February half term for ski properties. Specific dates will be advised on the Destinations Points calendar. Reservations during a Peak Week can be booked for a maximum of two consecutive weeks, and a minimum of one week, up to 12 months in advance, in any particular property. Additional reservations during Peak Weeks may be made in respect of any property still unreserved less than four months prior to the intended date of arrival.

Mid Peak allocations

Mid Peak Weeks are defined as the periods not included in Priority and Peak Weeks but including the popular summer months and the winter (ski) periods that fall either side of the Priority and Peak Reservation allocations.

Reservations for Mid Peak Weeks can be made up to 12 months in advance. There are no restrictions on the number of Mid Peak reservations other than as may arise from application of the Club's Fair Usage Policy.

Off Peak allocations

Off Peak Weeks are defined as the remaining weeks not allocated as Priority, Peak or Mid Peak Weeks. Reservations for Off Peak Weeks can be made up to 12 months in advance. There are no restrictions on the number of reservations that can be made during Off Peak Weeks, other than as may arise from application of the Club's Fair Usage Policy.

3.10 Short Breaks

Short Breaks are bookable up to four months in advance, and are available at many of the properties during Off Peak and Mid Peak periods, with flexibility on the duration of the stay, starting from **three** nights. The UK Concierge will advise you of the Destination Points values for each option. Short Breaks may be available during Priority or Peak Weeks when booked a maximum of one month in advance.



3.11 Destination Points

Certain properties in the portfolio may have different Destination Points value allocations which take into account property value and demand. The Club will review all Destination Points values on an ongoing basis and any re-allocations will be advised to Members via email and the Members' area of the website.

Destination Points calendar

Members will be notified of the allocation of Priority, Peak, Mid Peak and Off Peak periods, up to two years in advance. The Destination Points calendar is available on the Members' area of the website. The Club reserves the right to review the allocation of the Destination Points periods, and the Destination Points calendar on the Members' area of the website will be deemed to be the most up-to-date version.

Destination Points required per typical reservation

Holiday Duration	Destination Points
One Week: Priority	30
One Week: Peak	30
One Week: Mid Peak	25
One Week: Off Peak	20

Short Break Destination Points values will vary according to the duration of the break, the time of year and the property.

Additional Destination Points

Members can purchase Additional Points at the current Destination Point value, which is set by the Club. If a Member has used their allocation of Destination Points, they will not be permitted to make further reservations until they have purchased the appropriate number of Destination Points.

Carry over of Destination Points

A maximum of 30 Destination Points per Member may be carried forward into the following Membership Year.



3.12 Fair Usage Policy

Club Members are not permitted to advertise or sell their reservations for financial gain, to any individual or company. All Club Members will be expected to use the Club Reservations Policy in a fair and equitable way and the Club may monitor individual Member's usage patterns, to ensure that they are not to the detriment of other Club Members. The Club reserves the right to amend the Club Reservations Policy at any time, provided that the Club Company Board considers that it is to the benefit of Club Members.

3.13 Cancellation Policy

If a Member wishes to cancel a reservation, they can do so by contacting the UK Concierge and confirming the cancellation in writing. A Cancellation Reference Number will be given and a **Cancellation Confirmation** letter will be sent to the Member.

Cancellation Policy for Priority and Peak reservations

More than six months prior to the departure date, all the Destination Points used to make the original reservation will be refunded.

Between four and six months prior to the departure date, the booking can be returned to the reservation system enabling other Members to book in the normal way. If the reservation is re-allocated to another Member, all of the Destination Points used to make the reservation will be refunded. If the Property is not rebooked the Member will be refunded half of the Destination Points used to make the original reservation.

Less than four months prior to the departure date, the reservation can be returned to the reservation system enabling other Members to book in the normal way. If booked by another Member, all of the Destination Points used to make the reservation will be refunded. Alternatively, the reservation can be allocated to the Club Rental Programme (see section 5.9). If the Property is not re-booked the Member will not be entitled to a refund of any Destination Points.

Cancellation Policy for Mid Peak and Off Peak reservations

For Mid Peak and Off Peak reservations, any cancellation made prior to two months to departure will receive a full refund of the Destination Points used. Cancellations made less than two months prior to departure will not be entitled to a refund of any Destination Points.



3.14 Cancellation by the Club

In the unlikely event that the Club has to cancel a reservation for any reason outside of its control, i.e. serious damage to the property or malfunction of the property services, the Club will make every effort to offer an alternative property, of an equivalent standard, in the same location. If we are unable offer an alternative in the same location, Members will be offered another property in an alternative location (subject to availability). If we are unable to offer another property in an alternative location, then the Member will receive a full refund of all the Destination Points allocated to the reservation and receive a full refund of all flights booked and paid for prior to the cancellation date.

Where alternative flights need to be booked – to an alternative property – except where the changes arise due to reasons of Force Majeure, the Club will refund the cost of the original flights, provided they were made prior to notification of the cancellation. Alternatively the Club will pay any flight change charges, if applicable, subject to the same conditions.

Force Majeure: In the unlikely event that the Club is forced to cancel or change a reservation for reasons of war, threat of war, riot, civil strife, industrial dispute, terrorist activity and its consequences, natural or nuclear disaster, fire, adverse weather conditions or any other circumstances amounting to Force Majeure, an alternative property will be offered. The option of a refund of Destination Points will still apply, but the Club will not refund the cost of flights or flight changes.



4.0 Membership

4.1 Types of membership

There are three types of membership to The Hideaways Club: Founder, Premium and Lifestyle. All types allow Members access to the full property portfolio. Founder Members and Premium Members, however, can book any weeks throughout the year whilst Lifestyle Members can book only those quieter Off Peak or Mid Peak weeks.

4.2 Member Profiles and preferences

All Members and their partners will be asked to complete Member Profiles, which also includes mini profiles on their children. These Profiles help us understand the preferences of our Members – their preferred holiday destinations and type of holiday, activity preferences such as golf, beach, adventure or cultural, and the Additional Concierge Services they are interested in. Members and their partners are encouraged to update their Profiles on a regular basis. Profile information is confidential and is used only by the Club.

Members are asked to ensure that their contact details are updated regularly to ensure that important membership information, including the release of new properties, special promotions, etc, is received.

4.3 Commencement of membership

New memberships commence when all membership documentation, the share subscription and the Annual Cost Contribution has been received and the share has been allocated. Membership will subsequently run for 12 calendar months from this date.



4.4 Membership benefits

There is no limit to the number of days a Member can stay at the properties. The Annual Cost Contribution for Founder Members is 120 Destination Points per year, and 100 Destination Points for Premium Members. These can be used throughout the year during Priority, Peak, Mid Peak and Off Peak periods. For example:

Holiday Duration	Destination Points
One Week: Priority	30
One Week: Peak	30
One Week: Mid Peak	25
One Week: Off Peak	20

For Lifestyle Members, the Annual Cost Contribution includes 70 Destination Points per year and these can be used during Mid Peak and Off Peak periods.

Destination Points values may vary from property to property.

Members can purchase additional Points at the current Destination Point value, which is set by the Club.

4.5 Annual Cost Contribution

Members pay an Annual Cost Contribution (ACC) which is set by the Club. The ACC covers all the operational costs of running the properties, the Inclusive Services, the Club (including the UK and Local Concierge services), cleaning, Welcome Grocery Basket, general repairs, the replacement and renewal of fittings, furniture and decoration, pool and garden maintenance, utility bills, insurance and local taxation charges.

There are no other additional costs to use the properties; however, Members may choose to purchase Additional Concierge Services and these will be charged for separately.

Notification of Annual Cost Contribution increases

The Club will review the Annual Cost Contribution in November each year and Members will be advised of any increase. The new Annual Cost Contribution will be introduced on the 1st of January of the following year, and the increase will take effect on the Member's renewal date.



4.6 Member referral programme

Member referrals will be a significant factor in the growth of the membership and ultimately the success of the Club and there will be ongoing Referral Reward Programmes in place to encourage and reward Members for referring new Members to the Club.

4.7 Suspension of membership rights

If, in the opinion of the Club, a Member has committed a material breach of any of the rules in the Club Constitution, the Club will have the right to suspend the rights of membership. For full information please refer to the Club Constitution.

4.8 Membership resignation

Membership of The Hideaways Club is for a minimum period of three years. After three years, The Hideaways Club has a 'three in, one out' resignation policy.

Each resigned Member is placed on a resignation list. When the resigned Member reaches the top of the list, the Club allocates the sale price of the third membership sold to purchase the resigning Member's share. Once the Club is fully subscribed, resigned Members will be replaced on a 'one in, one out' basis.

A Member who resigns during their membership year will be entitled to use the remainder of their Destination Points and book holidays accordingly.

No refund of unused Destination Points will be made by the Club.



5.0 General information

5.1 Holiday insurance

Holiday insurance is not included in the reservation, and Members and Guests should ensure that they organise adequate holiday insurance cover.

5.2 Health and Safety

The Club takes its obligations to health and safety responsibly and the Local Concierge will undertake a Health and Safety Briefing, normally on the day of arrival.

5.3 Pets

Pets are not permitted at Club properties at any time.

5.4 No smoking policy

The Club has a strict no smoking policy inside all of the properties. Smoking is, however, permitted in the property gardens and grounds. During the summer months and during drought conditions, please take extreme care when smoking in the gardens and grounds.

5.5 Interruptions to local services

Interruptions can sometimes occur to the local services, such as water, electricity and satellite signals, particularly in some of our more rural property locations. Such interruptions are beyond the Club's control, and the Local Concierge will be contactable by mobile for advice in the event of a service interruption.

5.6 Damages

Members and Guests must advise the Local Concierge immediately if there is any damage caused to the property or fixtures, fittings and equipment during their stay. Members will be liable to pay for the cost of repair or replacement or damage to the Property or its contents.



5.7 Noise

As a courtesy to our neighbours, Members are reminded to be aware of the noise levels that they and their Guests create and to be aware of the impact on the occupants of neighbouring properties.

5.8 Gratuities

Gratuities for the Local Concierge and Housekeeping are completely discretionary, and can be made in recognition of exceptional service. The Local Concierge will advise you on local customs regarding gratuities in restaurants, etc.

5.9 Club Rental Programme

If Members are unable to use a property which they have reserved, they may notify the Club of this and the Club will endeavour to rent out the property during the period of the reservation, but without obligation or guarantee. If the Club is successful in re-booking the reservation through the Rental Programme, the Member's Annual Cost Contribution for the following Membership Year will be credited with 65% of the net rental received.

Destination Points that have been purchased in addition to the annual inclusive points allocation will not be eligible for the Club Rental Programme.

5.10 Club Preview Programme

The weeks at each property that remain unreserved four months prior to the date of the reservation will be considered for allocation to the Club Preview Programme, which allows prospective Members to book Preview Weeks. The Club Preview Programme will be administered by the Club.



6.0 Communication and feedback

Members play an essential role in the development of the Club by providing continual feedback on the facilities and services the Club offers. Ongoing feedback is extremely important to the Club, and a comprehensive Member feedback strategy has been developed.

6.1 Members' area of the website

The Members' area of the website is regularly updated with the latest Club information. The site is also under continual development, and our future plans include giving Members the option to check availability and make reservations online.

6.2 Post Visit Feedback

To enable the Club to provide Members with the best possible holiday experiences and to monitor the services the Club provides, Members will be asked to complete Post Visit Feedback after every holiday. This will eventually be completed online in the Members' area of the website. The Operations Director and Membership Services Manager review all Post Visit Feedback, and Members are invited to contact them personally if they have any concerns at any time.

6.3 Members' Annual Survey

An annual Members' survey will be undertaken, and this will provide an excellent opportunity for Members to provide detailed feedback on all areas of the Club.

6.4 Members' Events

The Club will hold regular social events where Members can meet other Members, bring friends along, give feedback to the team and hear all the latest Club news. The Executive Team and key team members attend these events and will be available to answer any questions you may have.



6.5 Communication of important information

Any material changes to any area of the Club will be communicated to the Members by post and email. It is, therefore, important that Members provide up-to-date postal and email addresses.

6.6 Share price adjustment

As the Club develops, the share price will be adjusted every six months, taking into account property portfolio valuation and membership demands.

6.7 Property portfolio valuation

The Directors of the Club Company will review property valuations every six months when they meet to consider advising the Property Company on the share price. The formal external valuations will be in line with regulatory requirements, currently every three years.



7.0 The Hideaways Club Founders and Board

The founders of The Hideaways Club and principle investors have an unrivalled and proven track record in business start-ups, investment and hospitality and property investment and management.

Mike Balfour

Founder, investor and Chairman

Mike is a Chartered Accountant and the Founder and Co Chairman of Fitness First, which he set up in 1992. The business is now the largest health club operating in the world with 1.5 million members in more than 18 countries and over 530 clubs worldwide. Mike is also a Founder Shareholder and Director of YachtPlus, the fractional super yacht business.

Stephen Wise

Founder, investor and CEO

After working as a senior management consultant at Bain and Company in the late '80s, Stephen has since set up and managed a number of different successful businesses, including QMS, which was originally formed in 1993 and became a leading organiser of technology exhibitions and conferences, and Networks Direct, another technology business. He has a Masters from the London Business School, and an MBA from IMD in Switzerland.

John Lovering

Founder and investor

John is Chairman of both Debenhams and Somerfield, and has been involved in a number of private equity deals, including Fitness First, Homebase, Odeon Cinemas, Laurel High Street, Birthdays Group, and Peacock. He was previously COO of Tarmac, and FD of Sears plc.

Helmut Schön

Founder, investor and international sales & marketing

Helmut is an experienced institutional and private investor, with board involvement in a number of early and late stage businesses. He also has a successful track record in the financial markets (IPOs, M&As) as a senior corporate financier with Merrill Lynch and UBS.



Clive Strowger

Chairman UK

Clive has had a long and distinguished career in senior management, including serving as CEO in Grand Metropolitan and the property group Mountleigh. He is currently Chairman of the Cancer Research pension fund and is involved in a number of other public and charity projects. He has particular expertise in the area of corporate governance.

Patrick Henchoz

Deputy CEO

In 1989 Patrick set up and ran the Esporta chain of health and racquets clubs, which was eventually floated for £220 million in 2000, by which time it had a turnover of over £100 million and 180,000 members. He spent three years as Operations Director of Whitbread's Country Club Hotels. Patrick also currently holds a number of non-executive Directorships.

Simeon Singer

Managing Director

Simeon qualified as a Chartered Accountant with Arthur Andersen in 1994. He subsequently held a number of roles in Investment Banking in London before joining Fitness First in 2002 as their European Finance & Operations Executive. Simeon then spent two and a half years in Australia during which he held the position of Head of Finance for AMP's wealth management arm. After returning to the UK he joined Xchanging Plc, a FTSE 250 company, as the Finance Director for Xchanging Broking Services.



8.0 Club Constitution

The Club Constitution contains comprehensive information on the rules of the Club and Members are advised to familiarise themselves with this important document.

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