



# Cloud Twelve Memberships

Cloud Twelve is a one-of-a-kind wellness & lifestyle club with an indulgent spa, salon, nutritionally-focused brasserie, holistic wellness clinic and interactive play & learn zone for families with children.

We offer various types of family-focused or wellness-focused memberships for children and adults.



# Family Space Memberships



**Mon-Sat 09.00-19.00**

**Sun 09.00-18.00**

Children are members of the Cloud Twelve Family Space.

Benefits included in the memberships:

- Access to magical forest-themed playzone, children's café and parent lounge
- Kids classes: music, art, cooking, science & nature, magic, baby yoga & movements
- Cloud Twelve goody bag containing toys
- Complimentary crèche
- Complimentary parent events
- Annual complimentary consultation with the Cloud Twelve holistic therapist

Benefits available to members at an additional fee:

- Signature classes: ballet, baby massage, mindfulness, baby raves, STEM classes and martial minds
- Children's birthday parties
- Lactose and sleep consultants
- Discounts are applicable to other services

Membership Options	Forever Yours £10,000 one-off Now to age 7	All Day, All Night £4,500 pa	Morning Sunshine Evening Superstar £3,000 pa	Catch Me If You Can £2,000 pa
Family Space Access	Daily 9am - 7pm	Daily 9am - 7pm	Monday - Friday Morning: 9am - 2pm Evening: 2pm - 7pm	38 entries per annum
Inclusive Crèche Service	4 hours per week booking available: 1 month ahead	2 hours per week booking available: 2 weeks ahead	2 hours per week booking available: 1 week ahead	20 hours per annum booking available: 1 week ahead
Access to Children's Class Age 0 – 7 For Attended Session	✓	✓	✓	✓
Discount On Spa & Salon services (1 child & 2 immediate adults)	5%	5%	3%	0
Child Guest Passes Per Month (Subject to policy)	2	2	1	4 (pa)
Sibling Discount (15% for 2nd child, 30% for 3rd child, complimentary for 4th child)	✓	✓	✓	✓
Sibling Add On Membership (50% Discount for children aged 7 – 11 years)	✓	✓	✓	✓
Preferential Booking Options for Cloud Twelve Classes and Signature Classes	✓	✓		

### Sibling Day Passes

Day Passes are available for siblings 5 and above inclusive of play area, children's café and Cloud Twelve classes subject to a cost of £40. Signature Classes are an additional cost.

## Terms and Conditions

### **Family Space operates to accommodate children and families under the following guidelines:**

- a) Class size occupancy vary from 6 – 8 children, parents are free to pre-book classes in block bookings as classes are available on a first come first served basis only.
- b) Children classes are designed specifically for set age groups and parents should take note of the age group of the class when booking.
- c) Cloud Twelve classes are inclusive of membership.
- d) Signature class fees vary upon the class design and are payable upon booking.
- e) Signature classes are available to members and guests with payable class charge.
- f) Each member must register upon arrival.
- g) Parents must complete the full attachment of the 'I am growing' section upon registration, parents should act responsibly and update the 'I am growing' section at any point.
- h) Parents or Guardians are responsible for ensuring that Cloud Twelve has written consent of any nominated guardian who holds a membership and will undertake parental responsibility of the child at Cloud Twelve.
- i) Parents are responsible for due diligence in ensuring that they inform the Family Space of any medication given to their child within the twelve-hour window of drop off for crèche.
- j) Members and guests are responsible for reading relevant policies and facility rules relating to membership and operations.
- k) Cancellation policy: Members who have been approved can cancel their membership within 14 days of the date on which the member pays the joining fee. The Cloud Twelve Club will make the reimbursement using the same means of payment as the member used for the initial payment. If the member started to use the services or facilities of Cloud Twelve Club during the cancellation period, the member shall pay the Cloud Twelve Club an amount, which is in proportion to the period of use until the member requests to cancel their membership. If a member, after paying the annual subscription in advance for the relevant year, shall for any reason cease to be a member before the expiry of that year, will not be entitled to be reimbursed any part of that annual subscription. The Cloud Twelve Club may however, at its absolute discretion, waive or reduce the subscription of any member or former member.

### **Crèche Policy:**

The Crèche is available to children aged birth to seven years. Please refer to membership type for hours included in the membership.

- a) Maximum of 2 consecutive hours per single crèche session available to members.
- b) The parents or guardians are required to stay on the premises while their children are in the Crèche.
- c) Block bookings are not allowed.
- d) Additional hours of crèche can be purchased outside of the membership with a cost of £15 per hour.
- e) The Crèche follows the guidelines set out in the Early Years Foundation Stage with regards to the ratio of children to qualified staff in the given space.
- f) Crèche sessions are available to members only, guests of members are prohibited from booking crèche sessions and parents or guardians are required to remain in the space with their children.

### **Guest policy:**

Please refer to membership type for allowance of complimentary children guests.

- a) Up to four accompanying adults can attend with each member (subject to booking conditions).
- b) Each guest must register upon arrival.
- c) Same child guest or sibling guest can visit the Family Space a maximum of 4 times per year without membership.
- d) Class attendance requires full purchase of a guest pass to the value of £40. Guests utilising complimentary guest passes are prohibited from entering classes.

### **Cloud Twelve offers discount to family membership subject to the following.**

- 1st child = 100% inclusive fee
- 2nd child = 15% discount off the cost of applicable membership
- 3rd child = 30% discount off the cost of applicable membership
- 4th child = complimentary membership applicable to the cost of the other siblings

# Spa and Joint Memberships



**Mon, Tue, Wed, Fri, Sat: 09.00-19.00**

**Thu: 09.00-20.00**

**Sun: 09.00-18.00**

Our spa memberships offer benefits across the Club, including Spa, Salon, Brasserie and Clinic.

## **Brasserie**

With wellbeing at the core of the Cloud Twelve philosophy, nutrition is an important focus of the club's brasserie, where you can enjoy:

- Fresh, organic, plant-based menus designed by nutritionists and award-winning chefs
- Selection of customised infusions, using medicinal herbs to promote different health benefits
- Smoothies, tonics and premium organic wines and champagnes
- Nutritional talks and events hosted by wellness experts

## **Salon**

Tailored, bespoke consultations to create beautiful looks in The Cloud Twelve salon space, the floor includes:

- Industry-renowned stylists offering a full range of hair salon services including: cut, colour, blow-drys and styling
- Manicures and pedicures for the ultimate pampering experience
- Natural, organic, eco-sustainable, non-toxic products



# Spa and Joint Memberships

## Spa

A complete city getaway, the wellness-focused indulgent spa is a haven to relax and recharge with:

- Six treatment rooms, including a Couples Suite, Salt Room and Thermal and Relaxation Areas
- An extensive holistic treatment menu of results-driven therapies using the best of Western and Asian philosophies
- Organic, natural, non-invasive therapies backed by science and modern technology

## Wellness Clinic

Personalised, modern programmes to optimise wellbeing:

- A holistic approach with natural health therapies focused on prevention
- Sustainable wellness programmes tailored to your needs
- Dedicated colon hydrotherapy, cryosauna and IV infusion suites
- Innovative diagnostic testing, food state supplements and herbal remedies
- Herbal dispensary to harness the power of plants for the benefit your mind and body
- Health and beauty focused education and seminars

Membership Options	SpaAahhh £1,200 pa	Family Bliss £5,500 pa 1 adult & 1 child
Monthly 60-minute Massage or Equivalent £100 Treatment at the Spa	✓	✓
Unlimited Use of Spa Facilities Inclusive of Thermal Suite, Sauna, Steam and Salt Room	✓	✓
Annual Complimentary Consultation with the In-House Holistic Therapist	✓	✓
Preferential Booking for Wellness and Lifestyle Events	✓	✓
Preferential Booking for the Spa, Salon and Clinic Services	✓	✓
All Day, All Night Family Space membership for one child		✓
5% Discount on Salon & Spa services	✓	✓

### Non-members

Spa, salon, clinic and brasserie are also open to non-members.

## Terms and Conditions

**The Wellness Club operates to provide holistic health care options and treatments to members and friends of members.**

- a) Members and guests are invited to utilise all services subject to booking availability.
- b) Monthly £100 worth of treatments at the Spa, included in the spa membership, must be redeemed within the given month.
- c) Each guest must register upon arrival.
- d) Members and guests are responsible for reading relevant policies and facility rules relating to membership and operations.
- e) Cancellation policy: Members who have been approved can cancel their membership within 14 days of the date on which the member pays the joining fee. The Cloud Twelve Club will make the reimbursement using the same means of payment as the member used for the initial payment. If the member started to use the services or facilities of the Cloud Twelve Club during the cancellation period, the member shall pay the Cloud Twelve Club an amount, which is in proportion to the period of use until the member requests to cancel their membership. If a member, after paying the annual subscription in advance for the relevant year, shall for any reason cease to be a member before the expiry of that year, they will not be entitled to be reimbursed any part of that annual subscription. The Cloud Twelve Club may however, at its absolute discretion, waive or reduce the subscription of any member or former member.