



Memberships

Family Space

Memberships

Mon-Sat 09.00-19.00

Sun 09.00-18.00

Memberships for the Family Space are available for children from Birth to Twelve Years of Age.

Benefits included with a Cloud Twelve Membership:

- Access to a Magical Forest-Themed Play zone, Children's Café and Parent's Lounge.
- Kids classes: Music, Art, Cooking, Science & Nature, Magic, Baby Yoga & Movement.
- Cloud Twelve goody bag containing bespoke Cloud Twelve Cuddly Toy, Colouring book, Crayons and Socks.
- Complimentary child-led crèche sessions and guest passes.
- Monthly Members 'What's On' with exclusive promotions for our Spa, Salon and Wellness Clinic.
- Monthly Members Newsletter with featured articles to support your child's growth and development.
- Welcome Voucher and exclusive rates for the five elements of our club.
- Member Credit Account, for use of members and associated members.

Benefits available to members at an additional fee:

- Signature classes: Ballet, Martial Arts, Violin and a variety of Master Classes.
- Children's birthday parties.
- Children Wellness Practitioners, Classes and Sessions.
- Discounts are applicable to other services.



Membership Options	Silver £4,100 pa	Gold £6,200 pa
Family Space Access	Monday to Friday only, choose from: Morning Sunshine: 9am to 2pm Evening Superstar: 2pm to 7pm	Daily 9am to 7pm
Inclusive Creche Hours	1 hour per week	2 hour per week
Access to Children's Classes (birth to 7 years)	✓	✓
Food & Beverage Inclusive Spend Value	£600	£1,200
Spa	One complimentary Massage	One complimentary Massage
Wellness Clinic	One complimentary Infrared Sauna treatment	One complimentary Infrared Sauna treatment
Child Guest Passes Included	12 pa (rrp £480)	24 pa (rrp £960)
Sibling Discount (15% for 2nd child, 30% for 3rd child, complimentary for 4th child)	✓	✓
Sibling Add On Membership (50% Discount for children aged 7 – 12 years)	✓	✓
Preferential Booking Options for Cloud Twelve Events	✓	✓
Use of the Thermal Suite Add on Value	£600 pa	£600 pa
Wellness Membership Add on Value	£1200 pa	£1200 pa

Terms and Conditions

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

- a) Class size occupancy varies 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's 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 exclusive to Members and Siblings or Guests who are accessing the club via paid passes of £40. Sibling's or Guest's utilising complimentary passes are exempt from attending scheduled classes.
- d) Signature classes and Master Classes fees vary upon the class design and are payable upon booking.
- e) Signature classes are available to members and guests of members with a payable class charge.
- f) Each member must register upon arrival, with the details of adult accompanying them and full details of any sibling or guest attendee's
- 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.
- l) Catch me if you can 15 memberships are available to overseas residents only.
- m) Catch me if you can 38 memberships are available to persons with dual citizenship or persons residing more than 40 miles outside of Central London.
- n) We reserve the right to close the Cloud Twelve Family Space for 4 hours a month.



Crèche Policy

The Crèche is available to children aged 0 to Twelve 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 for Crèche is not available.
- 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.
- g) Crèche sessions should be booked in advance of arrival to ensure facilitation.

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.

Sibling Discount

Cloud Twelve offers the following discounts to family memberships subject to the following. This offer does not apply to Catch Me If You Can memberships.

- 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 sibling



Spa Memberships



Mon, Tues, Wed, Fri and Sat: 09.00-19.00

Thurs: 09.00-20.00

Sun: 09.00-18.00

Our wellness memberships offer access options to the following:
Brasserie, Salon, Spa and Clinic.

Membership Options	Adult Only £1,320 (Use in spa only)
Monthly £110 treatment in the Spa	✓
Unlimited Use of Wellness Facilities Inclusive of Thermal Suite, Sauna, Steam and Salt Room	✓
Annual Complimentary Wellness Consultation with the In-House Naturopath	✓
Preferential Booking for Wellness and Lifestyle Events	✓
Preferential Booking for the Spa, Salon and Clinic Services	✓
5% Discount off Spa and Salon services	✓

Non-members

Non-members can access spa, salon, clinic and brasserie.

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 £110 worth of treatments at the Spa is included in the wellness membership and 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.



Contact

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Cloud Twelve

NOTTING HILL CLUB

