



TATTERSALL'S CLUB

House Policies

May 2022

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1. Introduction

Welcome to our House Policies so that all Members, Guests and Visitors can enjoy the Club in a manner respectful of each other and the Club's heritage.

These Policies are designed to preserve and maintain the values that make the Club a unique establishment continuing its engagement with Members today and into the future.

Members are encouraged to discuss the Policies with the CEO or any Manager, or email the CEO or Club President if they have any questions or comments.

Also, Members should be aware that the Club requires Staff to enforce the Policies in a discreet and effective manner if required, and all Members are asked to respect how Staff communicate any potential or genuine infraction.

2. Our hours

Our hours of operation, including public holidays and seasonal events, such as Christmas, are posted on the Club website, along with opening and closing times for dining and function rooms, along with our Health and Wellness Centre.

3. What to wear

The Club has always been a venue where Members can relax, entertain, build connections and enjoy extraordinary events in a quality, sophisticated environment.

That's why the Club adheres to a high standard of dress code, and although it may alter depending on the location within the Club or the event, the overall expectation is that Members, Guests and Visitors take a casually elegant approach to their attire.

Here's what to wear, where and when within the Club.

3.1 General Club dress code:

Men – Business casual, including tailored trousers or chinos, with collared long sleeve shirt neatly tucked into the trousers. Jackets and ties are welcome, but optional.

Women – A business casual approach, with ensembles inclusive of dresses, skirts, tailored pants and stylish tops, with appropriate accessories.

On Fridays, both men and women may wear dark or solid coloured denim pants.

3.2 Weekend daytime dress code:

To encourage weekend visitation, the general dress code is relaxed to include dark or solid coloured denim pants, tailored shorts and collared, short sleeved shirts or polo shirts. After 6pm, the dress code will revert back to the General Club dress code.

3.3 Specific Club Location Attire:

3.3.1 Members' Dining Room

In recognition of the prestigious Dining Room's surrounds and sense of occasion when dining there, please observe these standards.

Men – Suit or sports jacket with trousers and long sleeve collared shirt. Tie optional.

Women – Elegant choice of dress, skirt, pant suit or tailored outfit.

Denim of any description is not acceptable for men or women.

3.3.2 Health and Wellness Centre

Modest and safe gymnasium or athletic attire may be worn in the Health and Wellness Centre and Pool areas on Levels 5 and 6.

Workout gear and enclosed shoes are required at all times on the gym floor and any classes for hygiene and safety reasons.

Gym attire is acceptable in the Conservatory before 10 am when having breakfast or coffee. However, Members and Guests are expected to exercise discretion following a heavy physical workout and should change before accessing other areas within the Club.

3.3.3 Accommodation

Members and Guests should be aware that the weekend day time dress code applies whenever entering or exiting the Club. At all other times, Members and Guests must adhere to the General Club dress code in section 3.1.

3.4 Special Event Attire:

Cocktail To reflect the occasion, a heightened dress code is expected. For men, this means business suit or stylish jacket matched with trousers and an appropriate dress shirt. Tie or bow tie is optional. For women, an elegant knee-length party dress, pant suit or cocktail dress should be worn.

Formal/Black Tie For men, a dark suit or tuxedo, or cultural equivalent such as kilt or ceremonial dress if the occasion is appropriate. Tie or bow tie is required. For women, a long gown, elegant pant suit or cocktail dress is suggested.

3.5 Inappropriate Attire

The following items shall not be worn at the Club at any time:

- i. Cargo shorts and pants.
- ii. Faded, ripped, frayed or distressed denim.
- iii. Collarless long or short sleeve T-shirts.
- iv. Apparel with overt advertising messages or slogans.
- v. No hats, with the exception of religious headwear, ceremonial dress or for specific functions, such as Melbourne Cup.
- vi. Midriffs, crop tops, halter tops, mini-skirts, exposed undergarments, see-through fabrics.
- vii. Leisurewear, sweatshirts, sweatpants, track suits and hoodies.

- viii. Work boots, beach-type sandals, thongs, runners, sport and street style shoes, unless in adherence to Health and Wellness Centre rules.
- ix. If ever in doubt, please check with the team at Concierge or the Conservatory on Level 1.

It is the responsibility of all Members that their Guests are informed of, and abide by, the Club's dress code.

If a Member or Guest does not comply with the dress code, the Manager may discreetly request the Member or Guest to conclude proceedings and leave.

4. Use of technology

The Club recognises that portable hi-tech devices, such as smart phones, are part of everyday life. However, the Club believes certain protocols should be observed when using technology.

As a courtesy to other Members, mobile phones, smartphones and any other electronic devices must be silenced throughout the Club.

Members and Guests are permitted to conduct phone conversations in the following areas of the Club: Level 2 Business Centre and Business Offices; O'Duffy Library or the private booths adjacent to The Conservatory.

The use of any speakerphone function is only permitted in private rooms.

Members should also be mindful of subject matter, language, tone and decibel level of voice when speaking on a phone of any kind in private areas.

Mobile phones may be used silently and discreetly throughout the Club with the following conditions:

- i. For check-in when entering the Club.
- ii. For electronic payment within the Club.
- iii. For discreet texting or emailing.
- iv. For the tactful displaying of photos.
- v. For the discreet capture of photos of your immediate group.

Stricter policies with respect to the use of mobile phones may be enforced at certain Member events, e.g. special performances or guest speaker functions.

Using tablets and laptop computers in areas other than The Conservatory (before noon), the Business Centre, individual Business Offices and the O'Duffy Library is not permitted. Video conferencing is only allowed in the private Business Offices.

Children may use electronic devices to watch movies or play games, provided the electronic device is not audible to any Member or Guest.

It is the responsibility of all Members that their Guests are informed of, and abide by, the Club's electronic device policy. If Staff believe a Member or Guest is not complying with House Policy 4, a Staff member will issue a polite directive that the activity cease, and relocate the Member or Guest to one of the designated areas to continue.

5. Business meetings

The conduct of meetings involving business papers and laptops is inconsistent with the spirit and intent of the Members' Bar. Any such meetings should take place in designated areas, including the Business Centre, Business Offices and O'Duffy Library. Staff members are always available to assist with any room booking requirements, including accommodating larger groups if needed.

6. Member Finance

The Club offers Members (active, not temporary) an internal line of credit known as a House Account, free of charge, to be repaid monthly. A Club House Account is a Member privilege and subject to Clause 8 of the Club Rules. If the balance of the account remains unpaid after 60 days overdue, the House Account will be suspended until all outstanding debt (including House, Club Gym and Subscriptions) is paid in full.

A Club Gym Membership will be suspended if Gym Membership fees remain unpaid and are 60 days overdue. Club Gym Membership will be restored when all outstanding debt is paid in full (including Subscriptions).

7. Conduct of Members, Guests and Visitors

The Club is for everyone to enjoy, so good conduct is expected of all Members, Guests and Visitors, and misconduct will not be tolerated. Please be aware of the following expectations.

The Committee has endorsed (through Club by-laws dated September 20th 2016) the following Code of Conduct requiring Tattersall's Club Members to:

- Demonstrate the values and ethos reflected in the Club motto – 'Friendship is Life'.
- Commit to the fulfilment of the Objects of the Club.
- Treat all fellow Members, Guests, Visitors and Staff with dignity, respect and courtesy.
- Not act in a manner that causes offence nor brings the Club into disrepute.
- Act in the best interest of the Club, including its Subsidiary Clubs and Interest Groups.

The Club does not tolerate harassment in any form. No Member should exhibit or condone actions or comments that are prejudicial to any person's race, creed, colour, sex, sexual orientation, religion or any other similar type of criteria.

Members must respect the privacy of other Members, Guests and Visitors at all times and will not solicit other Members, Guests or Staff members to purchase goods or services, or seek charitable contributions while at the Club or attending any event hosted by the Club.

Responsibility for damages:

- i. Members are responsible for their Guests while at the Club or at an event hosted by the Club. When using any equipment and facilities available at the Club, Members and Guests must take care to safeguard their health and safety and that of others. Members and Guests will be solely responsible for any loss or injury that they cause to themselves, other persons, or to the equipment or facilities through unsafe or improper use of the equipment or facilities. This includes use of equipment or facilities while under the influence of alcohol or medication, or failure to advise staff of a medical condition relevant to the use of equipment or facilities.

- ii. Any damage to Club property that is caused, in whole or in part, by either a Member or their Guest, must be paid for by the Member. The amount to be paid for damages, referred to in subsection (i), by a Member for damage caused by them or their Guest will be determined by the Committee upon a recommendation by the CEO.
- iii. For any damages referred to in subsection (i), the Club shall be entitled to repair any damages as the Club sees fit and seek reimbursement for the expense from the Member.

8. Alcohol and drugs

The Club has strict protocols regarding alcohol and drugs.

8.1 Compliance with Liquor Licencing Laws:

- i. The purchase, sale, service and consumption of liquor in the Club shall conform at all times with the Queensland Liquor Act 1992. Without limiting the generality of the foregoing, the Club shall also comply with all the conditions and best practices outlined in our Risk Assessed Management Plan approved by the Office of Liquor and Gaming on the 29th October 2019.
- ii. It is a requirement of the Liquor Act 1992 that all Staff members serving liquor hold a current Responsible Service of Alcohol (RSA) certificate issued by a nationally recognised registered training organisation.
- iii. Staff at the Club are trained and have delegated authority to deal with RSA responsibilities in relation to unduly intoxicated or unruly Members or their Guests. Staff members are instructed to report any disorderly patron issues to Management immediately, with the Club's policy being that Staff follow correct procedures and treat all Members and Guests with respect and discretion.

8.2 Liquor mark-ups, corkage and outside liquor:

- i. A Member may bring a bottle of wine but not a bottle of any other type of alcohol to the Club to be opened and consumed at the Club by prior agreement. Management reserves the right to grant or deny such requests on a case by case basis.

- ii. The Club may charge the Member a corkage fee for consumption of outside wine if prior agreed in line with item 8.2 (i).
- iii. Any agreement to bring non-Club purchased alcohol to a private event will be approved and priced by the Club's events team on a case by case basis.

8.3 Illegal Drugs:

- i. The Club has a strict zero tolerance policy to illegal drug use, possession or sale.
- ii. No Member or Guest shall purchase, use, ingest, possess, sell or distribute illegal drugs, or attempt any such acts at the Club or during any Club-sanctioned race day or other event.
- iii. If a Guest is determined to have violated House Policies regarding illegal drugs, the Member's membership will be subject to the Member Behaviour Review Procedure as per the Club's Rules. No Member or Guest can smoke, vape, or imbibe cannabis or any related products, including cannabis oil, in the Club or at any event sanctioned by the Club.

9. Smoking

9.1 Smoking cigarettes, pipes, or cigars, electronic cigarettes and vaping products of any kind is not permitted in any area. This includes open-air areas such as the Level 1 balconies.

9.2 In the event that it is determined that a Member or Guest staying in a guestroom at the Club has smoked or permitted smoking in the guestroom, the Member or Guest shall be charged a deep cleaning fee for an amount determined by Management.

10. Our Database and your privacy

10.1 The Club has created and maintains a database containing names, addresses and contact details (including email addresses) of Members (Database).

10.2 The Club respects Members' confidentiality regarding the contents of the Database and recognises its legal obligations in relation to privacy issues.

10.3 Capture of Member details by Sub-Clubs and Interest Groups into Databases remains the property of the Club.

10.4 The Database will not be made available to any person or organisation for any purpose whatsoever.

10.5 Members must not, directly or indirectly, provide the addresses or contact details of any other Member to any person without the express prior consent of that Member.

10.6 Members must not seek access to or use the Database for any purpose.

11. Staff members and Management

11.1 The Club has carefully selected experienced, high quality Staff members whose primary focus is the comfort and positive experience of Members and Guests. In turn, Members and Guests are expected to treat all Staff with courtesy and dignity, particularly when it comes to respecting House Policies regarding conduct.

11.2 Members shall not reprimand any Staff member, nor allow any Guest to do so. Any Member or Guest dissatisfied with the service or conduct of any Staff member should communicate with the Manager on duty.

11.3 Members may not request a Staff member to perform personal tasks or send any Staff member out of the Club to carry out a personal errand.

11.4 Members shall not offer to employ a current Staff member without the written consent of the CEO.

11.5 Members or Guests should not give money or gratuity to any Staff member except in the case of tips for good service within the Club. Any gratuities received will be pooled and distributed to Staff in accordance with internal policies.

11.6 Members must not encourage or request that Staff members drink alcohol while on duty.

12. Guests and family

- 12.1 Members may invite Guests to the Club as stated in these House Policies and the Club Rules.
- 12.2 The names and addresses of all Guests shall be registered with the Club at the time of entry.
- 12.3 All Guests, except for accommodation Guests, should be accompanied by the Member who introduced them at all times. Guests are not allowed to remain in the Club if the Member has left.
- 12.4 In addition to any other obligation of Members for their Guests, as set out in the Bylaws or the House Policies, the Member who invites a Guest to the Club is responsible for all actions or omissions of their Guest, including without limitation, violations of the House Policies by that Guest or any damages incurred by the Club which were caused in whole or in part by that Guest, pursuant to Rule 7.4.
- 12.5 Unless having been granted spousal privileges, or if they are a Member in their own right, in accordance with the Bylaws, a spouse or partner of a Member is a Guest.
- 12.6 A child of a Member is a Guest.
- 12.7 The Club is designed for adults, but aims to be family and child-friendly. Members shall ensure that children present as their Guests are under supervision by the Member or another adult at all times, allowing for quiet enjoyment of facilities by all Members.

13. Outlet bookings, Club and private events

- 13.1 We allow various rooms inside the Club to be rented out for private events, subject to availability. Business Centre Offices are able to be booked for a two hour time window.
- 13.2 The use of private rooms for events must be requested, with arrangements made in advance through the Club's Event Team. Usage is subject to room

hire fees or minimum catering requirements defined in an Event Order Agreement with the Member.

13.3 Available catering and associated fees for room usage are outlined in the Club's Events and Wedding Packages. Please note these offerings are reviewed on a seasonal basis and are subject to change.

13.4 Hosting Members will comply with all terms and conditions of the Private Event Order Agreement with the Club, which shall be in addition to the terms and conditions of the Bylaws and Club Rules.

13.5 In order to facilitate the hosting of private events, the Club or selected portions of the Club may be designated as private event spaces.

13.6 Members are encouraged to make prior reservations in all dining rooms. Though walk-ins are permissible, to ensure the best experience and to accommodate preferences it is requested that Members book in advance.

13.7 All reservations made in dining rooms may be released 30 minutes after the scheduled time of arrival.

13.8 All bookings for Club held events can be made by contacting the Events Team or via the online Member's Portal.

13.9 All Club held events will be subject to pre-payment via credit card on the online portal or via the Events Team. All such bookings are made on a non-refundable basis, excluding changes applied due to government mandated closures.

13.10 Club held events will be subject to specific dress code requirements based on the type and location of the event. It is the requirement of all Members and Guests that they adhere to dress code outlines for each event, and as outlined in the Club's House Policies.

13.11 Private hire and Club maintenance

- i. The Club may, at times, close all or part of the Club to Members and Guests for events, or necessary maintenance, repair or redecoration work.

- ii. Where all or part of the Club is closed for maintenance, repair or redecoration work, or where the Club needs to withdraw facilities or services that may pose a risk to the health or safety of Members, Guests or Staff, or they are detrimental to the business, the Club will reinstate any such area as soon as practicable.

14. Overnight Guest Rooms

14.1 Reservations and vacating arrangements for overnight guest rooms shall be made with Concierge Staff or via the Member's Portal.

14.2 Check-in time is 2.00 pm or later. Checkout time is 11.00 am, unless an extension can be provided by prior arrangement, otherwise an extra day may be charged. A guest room reserved but unoccupied shall be charged at the regular quoted rate.

14.3 Members and Guests are requested to ensure security of their rooms when leaving, and to ensure upon departure that they deposit room keys with Concierge Staff.

14.4 The Club adheres to the conditions outlined in the Queensland Government's Traveller Accommodation Providers (Liability) Act 2001.

14.5 Smoking in the Club's accommodation is prohibited. If it is determined that a Member or Guest staying in a guest room has smoked or permitted smoking in the guestroom, the Member or Guest shall be charged a deep cleaning fee for an amount determined by Management.

14.6 The use of the minibar will be reviewed at the completion of a Member's or Guest's stay, with any charges made to their house account or credit card on file. Guests are encouraged to notify the club of any variations with their minibar to avoid billing issues. Deliveries to rooms are permitted when communicated to the Concierge in advance.

15. Privacy, image capture and use

15.1 CCTV

Members and their Guests should be aware that for the safety and wellbeing of Members, Guests, Visitors and Staff, the Club employs CCTV throughout the property.

15.2 Feedback, image use and consent

15.2.1 The Club welcomes feedback from Members and Guests regarding their experience at the Club, and as such Members and Guests may be asked for their views and opinions while they are at the Club. The Club may also video or photograph Member events and activities for use in Membership programmes, as well as other advertising, promotions and public relations purposes.

15.2.2 If Members or Guests take part in these interviews or events, they agree to the Club using their name, image and limited other information. They also consent to the Club publishing any materials produced by or for the Club for any purpose without their further consent, and waive their right to receive any payment from the Club in connection with such publication. If a Member or Guest does not approve or consent to this activity, they may opt out by providing such notice to the Club in writing.

16. Special rules in certain areas

In addition to the House Policies applicable to the Club as a whole, there are special rules with respect to certain areas and rooms.

16.1 Snooker Area:

- i. The Member's snooker area is located at the Edward Street end of the Members' Bar and consists of billiard tables and all associated equipment.
- ii. No Member shall place any object on the billiard tables that is not expressly designed for playing billiards.

- iii. No Member or Guest shall sit on the billiard tables.
- iv. The use of the billiard tables is for all Members, Guests and Visitors.
- v. All Members and Guests are to treat the billiard tables with the utmost care and respect.
- vi. Members wanting to use the billiard tables are to put their names on the associated boards to reserve their place in the order. Only Members are able to reserve the tables, with Guests only able to utilise the tables when not allocated to a Member.
- vii. The maximum time allowed to complete a frame of snooker, billiards or pool is 45 minutes. When others are waiting to play, this allocated time should be adhered to.
- viii. Members not possessing their own cues may use the Club equipment located near the central scoreboard in the snooker area. All equipment is to be treated with respect, returned and stored back in the appropriate position.
- ix. Members looking to store their own cue should contact Club administration to be allocated a space.

16.2 Co-working Space (Business Centre, Business Offices and O'Duffy Library):

- i. Papers, computers and discrete technology are permitted.
- ii. Utilising the Club Wi-Fi and printing facilities is done so at the Member or Guest's own risk.
- iii. Business Offices are intended for casual use only and can be booked for a two hour window.
- iv. No food is to be consumed in the Business Centre or Business Offices. Any meals must be consumed in the O'Duffy Library or in any of the Club's dining areas.

16.3 Health and Wellness Centre:

- i. Guests are permitted to use the Health and Wellness Centre if accompanied by a Member and are subject to fees set by Management. Accommodation Guests are also welcome to use the Health and Wellness Centre as part of their stay.
- ii. No personal trainer other than Club authorised personal trainers are permitted to operate within the Club.

- iii. Alcohol is prohibited in the Health and Wellness Centre and glassware is prohibited from the Level 6 pool area.
- iv. Members and Guests shall use appropriately modest athletic attire while using the Health and Wellness Centre, and may travel through the main lobby of the Club on their way to and from the Fitness Centre in such attire.

16.4 O'Duffy Library:

- i. Members shall record in the log any reading material they borrow from the Library. This log is location on the shared work table by the windows of the O'Duffy Library.
- ii. Beverages and food can be ordered at the Members' Bar and consumed in the O'Duffy Library.

16.5 Kitchens, Staff and operations rooms

Unless specifically invited by the CEO or Manager on duty, a Member may not enter the kitchen or Staff spaces, such as private offices or the administration area.

17. General

17.1 Membership Cards:

All Membership Cards must be swiped upon entry or handed to the Concierge to gain entry to the Club. Members should present their Membership Card when making any charge to their House Account for food or drink, or if they open a bar tab. Where any Member allows his or her Membership Card to be used by a Guest, that person will be denied access to use it, or be removed from the Club. The Member whose card was used may face suspension or termination of their own Membership. Please notify the Club immediately if your Membership Card is lost or stolen.

17.2 Media:

17.2.1 Working press and members of the media are not permitted in the Club except with the permission of the CEO.

17.2.2 Members shall refer any requests for comment by the media to the CEO.

17.3 Amendment of policies and rules:

17.3.1 The Committee may, as authorised by the Bylaws, by ordinary resolution, create, waive or amend the House Policies from time to time and at any time, including to comply with government rules or Public Health Orders.

17.3.2 In the event of an inconsistency between the House Policies and the Club Rules or Bylaws, the applicable Club Rules and Bylaws shall prevail.

17.4 Reading Materials:

- i. Newspapers and magazines are intended for the use of Members and Guests in the O'Duffy Library and are not to be removed.
- ii. Library books may be borrowed from the O'Duffy Library, provided any borrowing is noted in the appropriate record log located on the main work table in the O'Duffy Library.

17.5 Animals:

- i. Legally recognised certified assistance dogs are always welcome at the Club.

17.6 Personal items, luggage and short-term storage:

- i. The Club is not responsible for any personal property brought to the Club or at an event hosted by the Club.
- ii. Members may ask the Club to store briefcases, baggage and similar items (when space is available) while a Member is at the Club.

17.7 Trade name, trademarks, endorsements and logos:

- i. Members and their Guests shall not use the names, logos, colours, trademarks, service marks, photographs, or other identifying features of the Club or Tattersall's Racing Club without obtaining prior written approval of the CEO as to the specific use.
- ii. The Club shall not display the trademarks or logos of Members' firms or suppliers on the Club website or any Club-sanctioned website, unless engaged in a commercial partnership and approved by the CEO.

17.8 Car parking:

- i. Preferred parking relationships are in place with three providers – Wintergarden, QueensPlaza and MacArthur Central, noting that arrangements and pricing are subject to change.
- ii. Ticket validating machines for preferred rates are provided by these vendors at the Club Concierge.
- iii. The Club is not liable for any malfunction or unavailability of these machines, nor for lost tickets.
- iv. Members and/or Guests whose cars are parked with the preferred providers beyond their open hours will be charged additional parking fees in accordance with the provider's fees schedules.

17.9 Liability of the Club:

All items taken into the Club are brought and left entirely at the risk of a Member, or their Guests. The Club and its Staff shall not be liable to any Member or Guest for any loss, damage or injury suffered by them or their property howsoever caused, save in respect of death or personal injury to a Member or Guest to the extent caused by the negligence of the Club or its Staff. This is not intended to affect any mandatory rights a Member or Guest may have under local law that we cannot legally restrict or exclude.

18. Suggestions, complaints and questions

The Club is always open to Member suggestions and will also respond swiftly to feedback. Each Member of the Club can help maintain a high standard of courtesy, respect, discipline and orderliness by reporting to the CEO or Committee breaches of the House Policies or instances of misbehaviour.

- Complaints by a Member against another Member should be made in writing to the CEO at ceo@tattersallsclub.com
- Comments regarding staff members, Club service or administration should be made in writing to the CEO and/or via emailing feedback@tattersallsclub.com

- Suggestions to improve and increase Members' enjoyment of the Club should be made in writing to the CEO and/or via emailing feedback@tattersallsclub.com
- Complaints about Management should be directed to the President of the Committee in writing via president@tattersallsclub.com

Members are encouraged to pass on any accolades or comments on exceptional service or experiences to the Manager on duty, the CEO and/or via email feedback@tattersallsclub.com

If you have any questions regarding your Membership and/or the Club's House Policies, please contact membership@tattersallsclub.com