

LICENSING PANEL (LICENSING ACT 2003 FUNCTIONS) ADDENDUM

10.00AM, MONDAY, 14 MARCH 2022

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ADDENDUM

ITEM		Page
3	SOHO HOUSE, SOHO WORKS & THE KIOSK LICENSING PANEL (LICENSING ACT 2003 FUNCTIONS)	5 - 6

House rules



House Rules

Soho House operates private members' clubs (each a 'House') throughout the world. Membership to Soho House is intended for those in the creative industries and people with a creative soul. It requires adherence to accepted standards of conduct and the House rules to safeguard the use and enjoyment of Soho House by its members and their guests.

Last updated 6 September 2019

1. The House

Each member contracts with the Soho House company that looks after his or her local House (being the House closest to his or her designated address) or, where there is no local House, such company as may be designated by Soho House. Our Soho City members who live in Europe contract with Soho House CWH Limited, whilst our Soho City members outside of Europe contract with Soho House CWH LLC. Soho House reserves the right in its absolute discretion to change the Soho House company with whom a member contracts from time to time. Soho House will inform each member (including Soho City members) of the name of the Soho House company with whom he or she contracts by email when we confirm your membership approval and/or renewal, and also when we change your contracting Soho House company at any time. In these House rules, we will refer to that company as 'Soho House'.

Soho House reserves the right to charge members a joining fee, an annual subscription fee and for admission to the House premises from time to time. The right to amend or waive any such fees or subscriptions from time to time shall be in Soho House's sole discretion.

2. Your membership application

By completing and submitting your application for membership via our House website, you agree to be bound by these House rules. The Membership Committee meets quarterly and admits new members when space is available. The Membership Committee shall have sole discretion as to who shall become a member of Soho House.

You are free to withdraw your application at any time. Should you wish to do so, please contact our membership team at members@padron@sobohouse.com. If your membership application is accepted, we will confirm this by sending you a 'Welcome to the House' email. Your annual membership will commence on the date your 'Welcome to the House' email is sent.

3. Proposing new members

Members are welcome to propose new applicants to join the House. Application forms are available at sobohouse.com/membership.

4. Under 27 membership

Members whose applications are accepted on, or before, their 27th birthday will enjoy the benefits of a discount on the membership fee until their 30th birthday, alongside other reductions and events. All details can be found on our online membership portal, members.sobohouse.com. If your application is not accepted on, or before, your 27th birthday, the full membership fee will apply.

5. Membership renewal

Membership is for a minimum period of one year and renewable thereafter on an annual basis.

Membership renewals are not automatic and are reviewed by our Membership Committee on an annual basis. The decision of the Membership Committee is final and without appeal.

6. Membership database

It is important for us to have your current details, plus a photograph of you in our membership database. By becoming a member of Soho House, you agree that we can hold your personal details and a photograph to use in connection with your membership. If your contact or payment details change, please let us know via your account page on members.sobohouse.com.

7. Membership payment

Upon approval or renewal of your membership, your membership fees become payable immediately. By providing us with your payment details, you accept and consent to being charged with membership fees in the form requested by Soho House upon your application being approved or renewed. It is within our discretion to amend our membership fees at any time, and we will notify you in advance if there are to be any changes to the amount, date or frequency of the payment of your membership fees.

Failure to pay the annual subscription (or any instalment thereof) within one month of the due date will result in the member not being admitted to the House and the membership being terminated.

8. Resignation of your membership

If you have selected monthly, quarterly or annual payment and choose to resign your membership (or your membership is cancelled part way through the year), you will still need to pay your full membership fee for the remainder of the year. Refunds will be at the discretion of Soho House.

9. Membership cards

All membership cards must be handed to the Reception of the House to gain entry to that House. Members should also expect to be asked to present their membership card when they sit down to eat or drink or if they open a bar tab. Where any member allows his or her card to be used by a non-member, such non-member shall be denied access to, or removed from, the House and the member whose card was used may face suspension or termination of their own membership. Please notify us immediately if your membership card is lost or stolen.

10. Your personal information

We will use the personal information you provide us in connection with your membership, in accordance with our Privacy Policy.

11. Guests

Members are permitted to bring up to three guests with them to the House at any one time although please be aware that during very busy times we may have to restrict member/guest access to certain areas of the House. A member's guests may not enter the House without that member being present. Members may not be separated from their guests within the House or allow their guests to remain in the House when they leave. Members are responsible for ensuring their guests follow all House rules and policies, and can face suspension or termination of their membership if their guests violate such rules or policies.

12. Children

The Houses are designed for adults, but aim to be child-friendly. Please be considerate of other members when you bring children, who count as part of your guest allowance, and ask each House about its rules regarding children, since they vary. Please remember that your children are your responsibility at all times when present at the House, and ensure they are not left unattended at any time. Some Houses require that children become a member of that House in order to access certain services. For information see our [FAQs](#).

13. Corporate attire

The Houses foster a non-corporate atmosphere. To preserve this casual environment, members should refrain from corporate entertaining and wearing corporate attire at the House. Members are also responsible for ensuring their guests abide by this rule.

14. Privacy for members/guests

Members and their guests must not approach, disturb or solicit others in their Houses with whom they are not personally acquainted. Doing so may lead to suspension or termination of membership.

15. Mobile phones

To protect the relaxed atmosphere within the House, members may not take or make phone calls, and phones should be set to silent mode. Texting is permitted and calls may be made in designated areas within the House. Please ensure that your guests adhere to our phone policy.

16. Cameras/recording devices

No cameras, video or other recording devices, whether live-streaming or otherwise and whether on a mobile phone or other medium, may be used while in the House. Members are responsible for ensuring their guests also abide by this rule. The House reserves the right to take possession of and confiscate any mobile phone, camera, video or other recording device and any photos, videos or other recorded images used or taken while on House premises.

17. Audio/video sound

Movies, videos, songs, internet calls, presentations and all other audio must only be played through headphones and should not be audible to any other member or guest present. Internet calls must only take place in designated areas.

18. Press/social media

Each House operates a strict no press policy. Members will be held accountable if they or their guests disclose or identify any general members or guests who are in the House in the public domain, whether in any press or social media including Facebook, Twitter, Instagram and on personal blogs. Similarly, members and their guests must refrain from identifying or describing any private hire or member event occurring on House premises.

19. Confidentiality

Soho House management and all staff members are required to adhere to the strictest confidentiality standards and pledge to maintain all records and personal information concerning the members and their guests in the strictest confidence.

20. Illegal drugs/substances/items

No member or guest shall purchase, use, ingest, possess, sell or otherwise distribute illegal drugs or other substances, or attempt to do any of the same with any member or guest. No member or guest shall ask any Soho House staff for illegal drugs or other substances while on House premises, or in the immediate vicinity thereof. If any of the actions above prove true, the relevant member and/or guest will be removed from the House and the membership in question will be terminated.

No member or guest shall purchase, sell, use or possess any object which is illegal or offensive while on House premises or in the immediate vicinity thereof. If any such objects are found, the item will be confiscated, the relevant member and/or guest will be removed from the House, the membership in question will be terminated and, depending on the circumstances, we may have to call the police or relevant authorities.

21. Bills

All bills must be settled in full before leaving the House. There are no credit facilities. Members are responsible for their guests' bills; if they are not paid, the member may face suspension.

22. Food and beverages

Please refrain from bringing any outside food or beverages to any House, unless medically necessary.

23. Private hire and House maintenance

We may at times close all or part of the House to members and their guests for private events or for necessary maintenance, repair or redecoration work. Where we close part of the House for private events, please honour and respect the privacy of all private events occurring in the House and refrain from communicating any information about the event to third parties in any medium.

Where all or part of the House is closed for maintenance, repair or redecoration work, or where we need to withdraw facilities or services because we consider that they may pose a risk to the health or safety of our members, guests or staff, or that they are detrimental to the business, we will seek to ensure that any such area, facility or service is reinstated as soon as practicable.

24. House events

We love to hear what our members and guests get up to at Soho House. Whilst you are a member or a guest at our Houses, we may ask you to give your views of, and experiences at, Soho House. We may also film, video or photograph our member events and activities at our Houses for use in our membership programmes, as well as advertising, promotions, public relations, and other commercial/business purposes. If you take part in these interviews or events, you agree to us using your name, image and limited other information. You also consent to us publishing any materials produced by, or for, us for any purpose without your further consent, and you waive your right to receive any payment from us in connection with such publication.

25. Accidents and injuries

We want all our members and guests to relax and enjoy the activities and facilities available at our Houses in safety. Please be aware that some of our Houses are set in open country with lakes and other natural features that can be hazardous. Members and their guests agree to observe the House rules and any signs published or displayed at our Houses at any time, to only swim in designated areas, and to take reasonable precautions when travelling around the grounds or using the facilities at the House.

If a member or guest has an accident or suffers any injury at, or in the vicinity of, the House, please report this as soon as possible to a member of staff and, in any event, within 24 hours of the incident. As well as wanting to check on a member or guest's wellbeing, this information is needed in order to help us comply with our health and safety obligations and for insurance purposes.

26. Entering/leaving the House

All members and their guests are asked to respect our nearby residents by being quiet when entering or leaving the House premises, or while in the surrounding area.

27. Animals

No animals will be allowed in the House except for legally recognised and certified assistance dogs.

28. CCTV

Members and their guests should be aware that for safety reasons, we use CCTV across all of our Houses.

29. Smoking policy

All members and their guests are obligated to abide by the House's smoking policy, and to all applicable no-smoking governmental laws, rules and regulations. No smoking (including e-cigarettes and vapes) is allowed inside the House at any time. Soho House reserves the right to prohibit or limit smoking in any area of the House premises at any time at its sole and absolute discretion.

Soho House reserves the right to designate certain outside areas of the House premises as smoking areas and to change the location of such areas at any time. However, all members and their guests are requested to respect the wishes of other members and their guests with respect to smoking, and to refrain from smoking when requested to do so.

30. Disciplinary procedure

Conduct by a member or guest that is prejudicial to the reputation and character of Soho House may result in suspension or expulsion of such member or guest. Such conduct may include inappropriate, violent or abusive behaviour, or the communication of information concerning the House affairs, members or their guests in the House to a guest. An expelled member may not return to any House as a guest. A refund of the expelled member's subscription will be at the discretion of Soho House. Any member or members who wilfully remove, damage or destroy any property belonging to the House, or to members or guests on the premises of the House, will be liable to expulsion and/or suspension or termination of their membership.

Every member binds him/herself to abide by the rules, bylaws and regulations of Soho House at all times upon acceptance as a member. If Soho House considers that any member's (or his or her guests) conduct either inside or outside of the House premises is, at its absolute discretion, contrary to the interests of Soho House, Soho House may with immediate effect expel the member or guest from the House premises and/or suspend or terminate that member's membership without having to give any reason to such member or guest.

31. Constitution

The House is constituted to encourage non-political, social and recreational activities.

32. Rights and privileges of membership

A member shall be entitled to all the rights and privileges of the House granted to a person in his or her capacity as a member and shall be bound by these rules, but shall have no proprietary rights in any of the premises or in respect of property of the House.

33. Soho House trademark rights

Members and their guests shall not use the names, logos, colours, trademarks, service marks, photographs, trade dress, or other identifying features of Soho House and its affiliates (the 'Soho House Marks') without obtaining the specific prior written approval of Soho House as to the specific use.

You hereby expressly recognise that the Soho House Marks are the valid, unique and exclusive property of Soho House, its parent, affiliates and/or subsidiaries. Members and their guests may not produce, use or create, or authorise others to produce, use or create, the Soho House Marks for any purpose whatsoever, including, but not limited to, in any communications, marketing, advertising or other promotional materials (including, but not limited to, brochures, flyers, invitations and e-mail messages) that utilise the Soho House Marks without Soho House's prior written consent.

34. Use of equipment and facilities

Use of any of the gym or fitness equipment, areas or facilities available at a House is strictly at the risk of a member or hotel guest. Members are not permitted to bring guests to the gym; introduction sessions explaining how to safely and properly use the gym or fitness equipment are available. You must not use any equipment, or undertake any activity at a House, unless you are satisfied that you are competent to do so in a safe and proper manner. You will also be required to complete a health commitment statement confirming that you are in good health and in a fit state to use our gyms.

When using any equipment and facilities available at a House, you must take care to safeguard your own health and safety and that of other people. You will be solely responsible for any loss or injury that you cause to yourself, other persons, or to the equipment or facilities through your unsafe or improper use of the equipment or facilities. This includes your use of them while under the influence of alcohol or medication, or your failure to advise staff of a medical condition relevant to your use of the equipment or facilities.

35. Post

In exceptional cases, members may send personal post and packages to a House. This facility is only available to members if the member has made arrangements in advance with the House and the general manager has agreed to accept post and packages on their behalf. All post sent to the House is sent entirely at the member's risk and Soho House shall not be liable for any loss, damage or destruction to any post or package. If post is not collected within a reasonable amount of time, Soho House may dispose of it or return it to sender as it sees fit. If any customs, duties or handling charges are due, the member agrees all such costs will be borne by them.

36. Liability of Soho House

All items brought into a House are brought and left entirely at the risk of a member, or his or her guests. Soho House, its servants and/or agents 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 Soho House, its servants and/or agents. 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.

37. Interpretation of the rules

In the event of any dispute arising as to the meaning or interpretation of these rules, the matter shall be referred to the Membership Committee, whose decision with respect to your membership shall be final and without appeal. These rules shall be governed and construed in accordance with English law and each member agrees to submit to the exclusive jurisdiction of the courts of England.

38. Amendments to the House rules

Soho House may change the House rules from time to time, by displaying notification of the change on sobohouse.com. Please be aware that the House rules in your membership book may not be completely up to date and that the latest version of the House rules are displayed on sobohouse.com.

39. Contacting us

Should you have any questions regarding your membership and/or our House rules, please contact us at sobohouse.com/contact.

Check this box to confirm you have read, understood and accepted our House rules	<input type="checkbox"/>
Check this box to accept our Health Commitment Statement	<input type="checkbox"/>
I would like to receive membership updates, news and benefits from the Soho House family <input checked="" type="radio"/>	
<input type="button" value="Save"/>	<input type="button" value="Continue"/>

