



# THE MEMBERSHIP CHARTER

## A LITTLE RESPECT BETWEEN FRIENDS

The Scotch Malt Whisky Society was started by a group of friends with a sense of adventure, mischief and fun – and we're proud to stick to those founding principles. Our sense of friendship remains – and with that comes a spirit of respect.

We expect our members to show good manners to everyone in the Society team and to each other, at all times. If anyone's behaviour is in any way abusive, disrespectful or aggressive we won't hesitate to ask you to leave, exclude you from our Members' Rooms or cancel your membership, as is made clear in our terms and conditions of membership.

Here's a reminder of our Members' Room policies and how we expect everyone to behave.

### ***We ask you to play your part so we can all stay friends.***

- Respect each Members' Room as if it were your home.
- Our Members' Rooms are places of both relaxation and business, so please be considerate of members indulging in either pursuit.
- We reserve the right to refuse to serve alcoholic beverages to members and guests who appear to be intoxicated. Alcoholic beverage service and sales at the Members' Rooms comply with local rules and regulations.
- Smoking and vaping is only permitted in the designated smoking areas outwith the Members' Rooms.
- All SMWS Members' Rooms are monitored using sound recording CCTV for the safety and security of our members and their guests and our staff team.
- We expect our members to treat venue staff with appropriate respect and dignity. If a member or guest has an issue with any employee of the Society, the matter should be addressed directly to the General Manager or the Venue Supervisor on duty.
- The Society does not tolerate any physical or verbal abuse, including sexual harassment against our staff, other members of the Society, or their guests. Instances of this may result in the ejection of anyone carrying out such actions, that person being banned from the venues and/or membership of the Society being revoked, and we will report all instances of criminal behavior to the police. An expelled member may not return to any Society Members' Room as a guest.
- Children under the age of 18 are not permitted access to any of our Members' Rooms unless a private room has been reserved.
- Members are welcome to bring up to three guests on one membership card at any one time.
- Membership cards are non-transferable, and members are reminded to present their card on arrival at their table.
- Bills cannot be signed to your membership account and must be settled on the day.
- Neither the Company nor any member of staff shall be liable to any member or guest for the loss or damage to any property belonging to members or guests caused in the Members' Rooms.