

**CLUB RULES
DECEMBER 2018**

1. NAME

1.1 The name of the Club is Crown Aspinalls (**Crown London**).

2. PROPRIETOR AND OWNER

2.1 The Proprietor and Owner of the Club is Crown Aspinalls.

3. OBJECTIVES

3.1 The objectives of the Club are to provide Members and their Guests with facilities for lawful gaming and other social and recreational facilities including the provision of food, drink (including alcohol) and occasional entertainment.

4. FINANCIAL OBLIGATIONS

4.1 All Membership fees, subscriptions and all other payments by Members shall belong to the Proprietor who shall have sole control of all financial matters in connection with the Club.

4.2 The Proprietor shall be solely responsible for the provision of:

- (a) the Club Premises, and
- (b) carrying out the objectives of the Club.

4.3 The Members shall be liable for such payments to the Proprietor as are prescribed from time to time in these Rules, Player Program Terms of Agreement, Settlement of Account or other Regulations.

5. MANAGEMENT

5.1 The general management of the Club shall be conducted and controlled by the Proprietor or, at the Proprietor's discretion, by the Committee, which shall comprise the Chairman of the Club who shall be nominated by the Proprietor and two other persons nominated by the Proprietor and all of whose terms of office, including termination, shall be determined by the Proprietor.

5.2 The Committee shall meet for the proper discharge of its functions whenever summoned for that purpose by the Proprietor or Chairman. Two persons shall constitute a quorum of the Committee.

5.3 The Proprietor or, at the Proprietor's discretion, the Committee, shall also appoint a Club Management Team empowered, at its discretion, to act in respect of day-to-day management matters.

5.4 The Proprietor or, at the Proprietor's discretion, the Committee, shall be entitled to make, vary or repeal any Rule or Regulation relating to the conduct, management or well-being of the Club or its Membership.

6. MEMBERSHIP

6.1 There shall be four categories of membership of the Club:

- (a) Full Member
- (b) Complimentary Member
- (c) Temporary Member
- (d) Dining Member

6.2 Only those over the age of 18, and who are otherwise not excluded from the premises, shall be eligible for membership.

6.3 All Members shall be bound by the Rules and Regulations of the Club.

6.4 The admission of Members shall be by election of the Committee or Sub-Committee appointed for that purpose by the Committee or the Proprietor.

6.5 Newly elected Members may receive, where appropriate, Notification from the Secretary or delegate of his/her election.

6.6 The Committee or Proprietor shall have the power, without giving reason, to suspend or terminate the membership of any Member, or, without giving reason, to refuse membership to any person. Any such decision shall be final and binding and shall not be subject to any form of appeal.

6.7 The Committee, Proprietor or any member of the Club Management Team so empowered by the Committee or Proprietor shall be entitled at any time and without giving reason, to:

- (a) refuse admission to any Member; or
- (b) require any Member already admitted to leave the Club and any such decision shall be binding and shall not be subject to any form of appeal.

6.8 Only Full Members who have paid their Annual Subscription, Complimentary Members (whose subscription has been waived by the Committee or the Proprietor), Temporary Members awaiting the Committee's decision on their application and qualified Gaming Guests of those categories of Member, shall be entitled to participate in the general gaming facilities made available by the Club, subject always to the production of the requisite ID documentation and any other required documents as determined by the Club and in compliance with regulations. Dining Members and Non-Gaming Guests are not permitted to access the gaming facilities.

7. SUBSCRIPTIONS AND FEES

7.1 The Committee or the Proprietor shall be entitled to determine or vary all subscription fees and other charges at its discretion at any time.

7.2 Notice of such determination or variation shall be posted at the Club premises and shall not take effect earlier than 28 days after the display of such notice.

7.3 The first Annual Subscription is payable on election to membership and thereafter at intervals of 12 calendar months.

7.4 Any person in arrears with his/her Annual Subscription may be refused admission to the Club premises.

7.5 All subscriptions are to be paid by Banker's Order.

7.6 Where membership has been either terminated or suspended by the Committee or the Proprietor under Rule 6.6, the expelled or suspended Member will, at the discretion of the Committee or Proprietor, be reimbursed with a proportion of his/her Annual Subscription appropriate to the unexpired period of his/her current subscription.

8. GUESTS

8.1 Any Member may bring Guests to the Club. Such Guests must be accompanied by that Member at the Club at all times.

8.2 The Member introducing the Guest shall be responsible for ensuring that Guests observe the rules of the Club and Bye-Laws upheld by the Club.

8.3 A Guest of a Member shall not be entitled to order or pay for any food or beverage in the Club. Nor shall a Guest of a Member be entitled to incur any debts at the Club in the Guest's own name.

8.4 The Committee or Proprietor, or any member of the Club Management Team so empowered by the Committee or Proprietor, shall be entitled at any time, and without giving any reason, to:

- (a) refuse admission to any proposed Guest;
- (b) limit the number of any proposed Guests; or
- (c) require any Guests already admitted to leave the Club and any such decision shall be binding and not subject to any form of appeal.

8.5 The Member introducing the Guest shall be responsible for ensuring the Guest's compliance with any direction given under (a), (b) or (c) above.

9. COMPLAINTS OR DISPUTES

9.1 Any complaint or dispute shall be raised immediately with a member of the Club Management Team.

9.2 In the event of a Member's (or Gaming Guest's) dissatisfaction with the outcome of a gaming dispute, the Member shall ask a member of the Gaming Management Team, for a Gaming Dispute Procedure Leaflet outlining the process for further complaint. If in the event Crown London's internal complaints process cannot settle the matter to your satisfaction it can be referred to the Independent Panel of Casino Arbitration (IPCA) in writing or e-mail at the following address:

NCF-IPCA Carlyle House
235 Vauxhall Bridge Road
London SW1V 1EJ
info@ipca.org.uk www.ipca.org.uk

9.3 Where a Member has been dissatisfied with any aspect of Crown London's facilities, quality of food or service and the complaint has not been resolved satisfactorily by Management, in accordance with the Club's Non-Gaming Complaints Policy, the member may put their concerns in writing to:

enquiries@crownaspinalls.com; or
Crown London Enquiries
27-28 Curzon Street
London W1W 5DR

10. GAMING

10.1 No game of hazard or chance shall be played in the Club otherwise than in accordance with the rules appertaining to that particular game.

10.2 It shall be the duty of the Committee to fix the table money and fees payable in respect of any game played at the Club, in respect of which table money or a fee is chargeable and the times of sessions during which such games may be played in accordance with the provisions of these Rules.

10.3 Details of the rules, odds and house edge for all table games offered at Crown London can be found on premises via the 'How to Play' Leaflet and at www.ukcasinotablegames.info.

11. DINING

11.1 Dining Members are not permitted to game at the Club unless they have a current Gaming Membership.

11.2 Dining Membership is subject to table availability, as such, bookings are strongly recommended via reception@crownaspinalls.com or +44 (0)20 7499 4599.

11.3 Dining cards are issued by and remain the property of 27 Restaurant and Bar which reserves the right, at any time without notice or reason, to:

- (a) decline or terminate membership;
- (b) decline the issuance of a membership card; and
- (c) alter or amend the terms and conditions and/or operation of the Dining Membership.

11.4 Dining Membership is only valid in the 27 Restaurant and Bar and not at any other Crown Resort facility or premises.

11.5 The Dining Card cannot be redeemed or applied to previous purchases.

11.6 The Dining Card may be presented to obtain a maximum discount of 10% off the total food and beverage bill of the Dining Member (not applicable to special offers, events or discounts).

11.7 The Dining Card must be presented to a member of staff prior to any order being placed.

11.8 The Dining Card is valid for 12 months, from date of issue. Every effort will be made to remind a Dining Member that their membership is due to expire, however, 27 Restaurant and Bar and Crown London accepts no responsibility should a membership lapse. All changes of address must be notified via email or by writing to:

reception@crownaspinalls.com; or

Crown London Enquiries

27-28 Curzon Street

London W1W 5DR

12. PRIVACY AND PERSONAL INFORMATION (COLLECTION AND PROCESSING)

12.1 All Guests and Members shall respect the privacy and confidentiality of other persons leaving, entering or present at the Club and agree not to disclose this personal information to other persons, mediums or platforms including third parties.

12.2 All initial personal information enquiries can be made in writing, by phone or by speaking to a Manager. Subject Access Requests, including requests for rectification of personal information, updating or revoking personal information permissions can be made in writing to:

dpo@crownaspinalls.com; or

The Data Protection Officer

Crown London

27/28 Curzon Street

London W1J 7TJ

12.3 Members and guests who may have concerns in relation to how Crown London uses or obtains their personal data, can direct their case to the data regulator, the Information Commissioner's Office (ICO) via:

Helpline: 0303 123 1113

Online: <https://ico.org.uk/make-a-complaint/>

12.4 Crown London's Terms of Use and Privacy Policy is available at www.crownlondonaspinalls.com or upon request.

12.5 The Proprietor shall comply with the Data Protection Act 2018 (DPA) and the General Data Protection Regulations (GDPR), as such all data will be processed fairly and lawfully within the GDPR principles.

12.6 Crown London forms part of Crown Resorts Ltd, Australia and as such personal data may be disclosed, shared or transferred in the course of business to other Crown Resort companies or third parties authorised to act on our behalf, as permitted by law.

12.7 Crown London, in strict accordance with the DPA, GDPR and any other applicable data protection laws, collects, holds and releases personal data for the purpose of compliance, the prevention and detection of crime and Crown's commercial use such as marketing. This can include, but is not limited to; images, personal identification details, self-exclusion data, contact details such as addresses and telephone numbers (Customer Due Diligence) public sourced information, financial details as needed in order to meet the regulatory requirements imposed upon Crown as part of the business relationship processes (Enhanced Due Diligence) and/or gaming activity.

12.8 Crown London in the course of carrying out its business relationships, may obtain/release personal or financial information from/to other third parties, such as, but not limited to; credit reference agencies, collection agencies, marketing agencies, KYC and due diligence agencies, identity document authentication systems, financial institutions and other industry bodies (i.e. other casinos). For further information, please see Crown London's Privacy Policy available at www.crownlondonaspinalls.com or upon request.

12.9 The Club has in place a CCTV surveillance system which incorporates both video and audio recording. CCTV is used by the Club for the prevention and detection of crime, protection of staff, Members, Guests and other visitors to the premises and for the protection of the Club's assets.

13. PROHIBITED DEVICES OR PARAPHERNALIA

13.1 The use of any device or paraphernalia to aid with the playing of casino games (other than that provided by the Club) is prohibited.

13.2 The Proprietor has absolute discretion to require any Member or Guest of a Member found in possession, or suspected of being in possession of any electrical, mechanical or computerised article or device for use within the Club premises to leave the premises, and where appropriate, to suspend or terminate membership.

14. RESPONSIBLE GAMBLING

14.1 The Proprietor recognises that some Members or Guests may be at risk of problem gambling. The Proprietor is committed to a policy of promoting a responsible attitude to gambling and provides free literature within the Club for the information and benefit of Members and Guests. The Proprietor shall ensure that Management and Staff are aware of this issue so that they may offer assistance wherever possible.

14.2 The Club offers a voluntary self-exclusion programme SENSE (Self Enrolment National Self Exclusion).

14.3 A Member or Guest who self-excludes agrees that the Proprietor will not be liable for any losses associated with gambling if they enter the Club and gamble during the period of self-exclusion, in accordance with the SENSE terms and conditions available via SENSE leaflets at the Club or online at <http://www.nationalcasinoforum.co.uk/playingsafe/>

13.4 Crown London practices the responsible service of gaming.

15. HEALTH AND SAFETY

15.1 The Proprietor is committed to ensuring the health and safety of its Members, Guests and Staff on the premises so far as is reasonable and practicable and will comply with all relevant legislation and approved codes of practice.

15.2 Members, Guests and Staff have a responsibility to act in a responsible manner to ensure their own health and safety and that of others in the Club.

15.3 The Proprietor is committed to maintaining a safe environment in which Members and Guests may enjoy the facilities provided. The manufacture, distribution, dispensation, possession or use of illegal drugs or controlled substances is prohibited on the premises (this includes all land, property, building and parking areas).

16. ANTISOCIAL OR CRIMINAL BEHAVIOUR

16.1 Systematic or organised money lending between Members or Guests on the premises is strictly forbidden.

16.2 Smoking is only permitted in designated areas. Any person found to be smoking in any other area may be asked to leave.

16.3 Members who permit their membership card or membership details to be used by any other person may have their membership suspended or cancelled. Membership is not transferable, non-negotiable and cannot be redeemed or exchanged for any monetary value or guarantee.

16.4 Members and Guests are prohibited from bringing alcohol on to the premises.

16.5 The Club enforces a strict Zero Tolerance policy towards drugs and controlled substances. Any person found to be in possession of a drug or controlled substance or is suspected to be in possession or to have used a drug or controlled substance will be barred from Crown London.

16.6 Crown London will co-operate with any police enquiry with regard to drug use on its premises.

16.7 Members and Guests whose standard of dress is found to be unacceptable may be refused entry to the Club.

16.8 The use of cameras or any other recording devices is prohibited without the prior approval of the Management.

16.9 The Proprietor has a strict policy against discrimination and will not tolerate any conduct which may potentially constitute harassment or discrimination against any Member, Guest or Staff member on the grounds of sex, race, disability, age, sexual orientation or religious belief.

16.10 The Proprietor will not tolerate disruptive behaviour. Behaviour will be deemed 'disruptive' if casino property is intentionally damaged, or if threatening, abusive, indecent or insulting words or behaviour are used towards Members, Guests or members of staff. The Proprietor has absolute discretion to suspend or

terminate the membership of a Member guilty of disruptive behaviour, or whose Guest is guilty of disruptive behaviour.

16.11 The Proprietor will initiate or fully support a criminal investigation following an act or threat of violence against any Club Member, Guest or member of Staff. The Proprietor will share information about any criminal or violent act, illegal activity including drug related offence or undesirable activity where appropriate committed in the Club by a Member and/or a Guest with other Proprietary Gaming Clubs or Companies and the Authorities, including the Police.

16.12 The Proprietor will remove and exclude from the premises any person suspected or found to have cheated or committed an undesirable or criminal act. Under these circumstances any attempt to enter the premises will render the excluded person liable to civil action and in accordance with which the Proprietor will seek to recover its costs of such action.

16.13 The Proprietor will also pursue criminal prosecution against those who commit offences on its premises. The Proprietor reserves the right to withhold funds where there is knowledge or suspicion that those funds have been exclusively or partly obtained unlawfully, whilst investigations are concluded.

17. ANTI-MONEY LAUNDERING & COUNTER TERRORIST FINANCING (AML/CTF)

17.1 Members and their Guests are required to produce identification and, together with a completed membership form which is acceptable to Crown London if they wish to participate in gaming to ensure compliance with AML/CTF legislation. Further documentation may be requested from the Member or Guest from time-to-time to fulfil due diligence requirements.

17.2 In accordance with clause 12.7 and 12.8, Crown London may, as part of its ID verification processes and Enhanced Due Diligence procedures, conduct checks on Members and Guests to ensure compliance with AML/CTF legislation.

17.3 Crown London may, as part of its regulatory requirements, seek information relating to the source of funds which may be used for gaming transactions or in connection with any other business relationship.

17.4 Crown London also reserves the right not to proceed with any transaction and/or to freeze any monies in its possession until such time that:

(a) Crown London has obtained the required information to its sole satisfaction; and

(b) Crown London has completed any other processes that may be required under its policies and/or procedures or AML/CTF legislation; and

(c) Crown London may report any suspicions and/or disclose personal information pertaining to those transactions to the appropriate authority, as required by law.

18. RESPONSIBLE SERVICE OF ALCOHOL

18.1 Crown London including 27 Restaurant and Bar practise the responsible service of alcohol in accordance with Crown London's Responsible Service of Alcohol Policy.

18.2 Any inappropriate behaviour as a result of the excessive consumption of alcohol may result in a Member and/or Guest being asked to leave the premises, including but not limited to, the revocation of membership.

18.3 Alcohol will not be served to any person who is believed to be intoxicated.

18.4 Members may not supply alcohol to any other person who is intoxicated or who has been refused further service by Staff.

19. MISCELLANEOUS

19.1 No person under the age of 18 is allowed onto the Club premises.

19.2 All services and supplies shall be subject to the addition of VAT where applicable.

19.3 Funds held for or on behalf of any Member or Guest are not protected in the event of the insolvency of the Proprietor.

19.4 Club staff are strictly forbidden to engage in social relationships with Members or Guests.

19.5 All property whatsoever from time to time brought upon the Club premises by any Member or Guest shall be at the sole risk of the person bringing such property upon the Club premises and neither the Proprietor nor the Club shall be liable to any person for the loss of or damage to any such article, howsoever occasioned.

19.6 Dogs and other domestic pets are not permitted on the Club premises.

19.7 No Member shall give the address of the Club, trademark name or logo in any advertisement or use the Club address for any business purposes whatsoever.

19.8 Contractors or visitors may have the same meaning as 'Member' and/or 'Guest' within these rules. Therefore, any contractors or visitors to the Club may also be subject to these Terms and Conditions.