



MEMBERSHIP APPLICATION FORM

Please complete in full using BLOCK LETTERS

| | | | | | | |
|--|---------------------------|---------------------------------|--|-------------------------------------|----------------------------------|--|
| MEMBERSHIP TYPE | | <input type="checkbox"/> SILVER | <input type="checkbox"/> GOLD | <input type="checkbox"/> PLATINUM | <input type="checkbox"/> SINGLE | <input type="checkbox"/> COUPLE |
| Mr / Mrs / Ms / Dr (Other Title) | Family Name | | Given Name | | Middle Initial | |
| Company Name | | | Position / Title | | | Please provide 2 passport size photos with the application for each applicant. |
| Date of Birth | D | M | Y | Nationality | | |
| Mailing Address (please complete or provide your business card) | | | | | | |
| Address 1 (Street, Road, PO Box, Company Name) | | | | | | |
| Address 2 (Apartment, Suite, Flat, Floor, Block, Building) | | | | | | |
| District / City / Town | | | <input type="checkbox"/> Hong Kong | <input type="checkbox"/> Kowloon | | |
| | | | <input type="checkbox"/> New Territories | | | |
| For Overseas Address Only | State / Province / County | | | Country / Zip Code / Postal Code | | |
| Contact Phone No. | | Contact Mobile No. | | Preferred Email Address | | |
| Please indicate if the above is your <input type="checkbox"/> Home or <input type="checkbox"/> Business Address. | | | | <input type="checkbox"/> New Member | <input type="checkbox"/> Renewal | |

| | | | |
|--|--|------------------------------|-----------------------------|
| My confirmed date for the compulsory 'new member orientation' of the facilities and services is: | I would like a fitness assessment on the following date: | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Date | Date | | |

The Oriental Spa at The Landmark Mandarin Oriental, Hong Kong is owned by HKL (Landmark Hotel) Limited ("Owner"). The Hotel is managed by Owner's agent Mandarin Oriental Hotel Group Limited together with its affiliates known as Mandarin Oriental Hotel Group ("MOHG").

The undersigned ("you" or "your") may request goods and services from the Spa from time to time ("Spa Services") and the Spa may agree to provide such Spa Services subject to availability and the applicable charges applying. You agree that the data you submit to the Spa from time to time, may be collected, retained and used by the Spa to facilitate and provide you with the Spa Services and that such data (other than your name, address and email) is voluntary. You agree that any dispute or claim that arises out of or is related to use of the Spa Services is subject to the exclusive jurisdiction of the courts of the city in which the Spa is located and is subject to its local law.

In addition to the above, MOHG will collect, retain and use your name, contact details, demographics, transaction data and preferences ("Personal Data"), to provide you with news and promotions by letter, email, phone, text and/or fax relating to hotels, travel, food & beverage, spa, conferencing, fashion and real estate. If you do not consent to such use, please tick the box

To see how MOHG uses your personal data, please visit www.mandarinoriental.com/privacy-policy.

By signing in the space below, you confirm and agree to the above terms and to your information being used in the manner indicated above.

| | | | |
|-----------------|--|------|--|
| Guest Signature | | Date | |
|-----------------|--|------|--|

| | | |
|--------------------|------------|----------------|
| COLLEAGUE USE ONLY | Colleague | Locker No. |
| | Receipt No | Membership No. |

THE ORIENTAL SPA WELLNESS MEMBERSHIP CODE OF CONDUCT

Name: The Oriental Spa
Address: The Landmark Mandarin Oriental
15 Queens Road Central Hong Kong
Phone: 21320011
Fax: 31728011
Website: www.mandarinoriental.com/landmark

1) HOURS OF OPERATION

Spa Treatments: Mon - Sun 9:30am – 10:30pm
Heat & Water Experience: Mon - Sun 8am - 11pm
Fitness Centre & Swimming Pool: Mon - Sun 6am - 10pm

2) SPA WELLNESS MEMBERSHIP

Admission

Memberships are processed by The Oriental Spa and are valid as of the joining date. Memberships are non-refundable and non-transferable. The applicant shall be admitted as a member of The Oriental Spa and entitled to its membership privileges, only after the membership application process is completed (including the completion of a new member orientation of facilities and services and all documents are fully completed and signed), full payment of all relevant fees is received or autopay payment of all relevant fees is arranged and Code of Conduct/ Benefits & Pricing have been agreed to, as acknowledged by the signature at the bottom of this document. The Oriental Spa reserves the right to refuse admission and may expel any member or guest whose conduct is in serious breach of The Oriental Spa's Code of Conduct.

Couple Memberships

Couple memberships are valid exclusively for members who are married or residing at the same postal address. Payment is required by partner couple member should one person default or miss payment.

Member Minimum Age Requirement

The minimum age for any type of member at The Oriental Spa is 16 years of age. The Spa Management has complete discretion to refuse any Services for a person under the age of 18 or require a parent or guardian of such member to be present during the member's usage of such Services.

Membership Cards

The Oriental Spa Membership Card must be presented each time at the Spa reception desk in order to gain entry to The Oriental Spa, and must be presented at the time of payment in any of the facilities within The Landmark Mandarin Oriental (Amber and MO Bar), to obtain applicable discount or city ledger privileges. Lost, stolen or damaged membership cards should be reported to The Oriental Spa immediately. A replacement card shall be issued at a respective fee of HKD 200.

Change of Information

In the event of change of address or any other change in information stated in the membership application form, the member is required to notify The Oriental Spa immediately within two weeks and fill out the "Change of Personal Information" form.

3) PAYMENTS

- Payment of membership fees are due in full on the day of admission or in advance and are non-transferable and non-refundable.
- All membership discounts or privileges cannot be used in conjunction with other promotions or discount offers.
- Payment can be made on behalf of a member through our online payment system.
- Payment can be made in cash, credit card, CeloPay and cheque only.

4) MEMBERSHIP BENEFITS

City Ledger

City Ledger is based on a full year access fee, indicated by the type of membership chosen. Members wishing to have city ledger privileges for charges in The Oriental Spa, Amber Restaurant and MO Bar will need to submit a separate credit card authorization form. Your approval of the City Ledger privileges will be determined by the Hotel. Members will receive a monthly statement on or after the 15th of every month. In the case of credit card details changing throughout the course of the membership, the member must advise Spa Management immediately and is required to submit a new credit card authorization form (as above).

Spa, Fitness & Wellness Allowances

- Spa allowances are applicable for all Spa Treatment & birthday allowances. Fitness & Wellness allowances are applicable for all Wellness Activities (including Private Yoga, Pilates & Personal Training), Wellness Retreats & Workshops.
- All allowances, if applicable, are on a monthly basis and for the membership account holder only. All allowances are non-transferable and cannot be carried forward to the next month. For an incomplete month of a membership, any allowance is pro-rata based on the date of joining.
- All allowances are not applicable on Saturdays and Public Holidays per Hong Kong Calendar. Sundays will be subject to availability.
- All allowances for a couple's membership can be shared by both parties or can be combined for one party only with advance permission of The Oriental Spa
- All allowances are redeemed against full price from the current brochure prices. Membership discounts are not applicable on any complimentary spa, fitness & wellness allowances.
- All allowances cannot be redeemed on gift cards, specific services (listed below), retail products or gratuities.
- Service charge of the full-service price will be applied when redeeming all allowances.
- All allowances cannot be redeemed or exchanged for cash.
- All allowances cannot be used in conjunction with series, packages, gift cards or any other promotions or discount offers (including membership discounts and privileges).
- All allowances are applicable to all services excluding the below:
 - All Bastien Gonzalez Services
 - Spa Programmes
 - Suite Experiences
 - Rasul Treatments – 2-4 persons.
 - Joint Dynamics Services
 - Private Yoga Sessions (Yoga Master)

Guest Signature _____

Spa, Fitness & Wellness Discounts

- a) Discounts are based on current spa, fitness and wellness brochure pricing.
- b) Discounts are not applicable to promotions, discounted items, consignment items or spa gift cards.
- c) Service charge of the full-service price will be applied when redeeming all members discounts.
- d) All applicable membership discounts are only applicable to the membership account holder.
- e) All members discounts cannot be redeemed or exchanged for cash.
- f) All spa, fitness & wellness membership discounts are applicable to all services excluding the below:

- All Bastien Gonzalez Services
- Spa Programmes
- Suite Experiences
- Rasul Treatments – 2-4 persons
- Joint Dynamics Services
- Private Yoga Sessions (Yoga Master)

Group Classes and Wellness Workshops & Retreats

- a) For selected group classes, advance booking is essential. All classes are on a first come first serve basis. Please arrive 10 minutes before the start of the scheduled group class time as late arrivals will not be allowed entry into the group classes due to the comfort & respect of other students.
- b) Maximum class capacity is 15 for group classes.
- c) Payment in full for workshops is required upon registration. All payments are non-refundable.

Other Benefits

- a) For Platinum members two overnight stays in a L900 suite for two persons with breakfast included, is valid only during the period of membership, is transferable and is subject to the terms & conditions of the Hotel, as well as availability during the membership period with advanced reservations.
- b) For Gold members an overnight stay in a L600 Deluxe room for two persons with breakfast included, is valid only during the period of membership, is transferable and is subject to the terms & conditions of the Hotel, as well as availability during the membership period with advanced reservations.
- c) Platinum Couples members will receive two overnight stays in a L900 suite for two persons with breakfast included, is valid only during the period of membership per couple. This is transferable and is subject to the terms & conditions of the Hotel, as well as availability during the membership period with advanced reservations.
- d) Gold Couples members will receive an overnight stay in a L600 Deluxe room for two persons with breakfast included, is valid only during the period of membership per couple. This is transferable and is subject to the terms & conditions of the Hotel, as well as availability during the membership period with advanced reservations.
- e) Any offer included with membership for any complimentary services at The Oriental Spa is only valid for the period of membership and can only be redeemed by the member with advance reservations and subject to availability. Complimentary benefits cannot be exchanged for alternative services.
- f) Wi-Fi usage is active with a maximum of three devices upon registering with The Oriental Spa and is non-transferable.
- g) Parking will be validated for up to 4 hours while using The Oriental Spa facilities.

Amber & MO Bar Privileges, Terms & Conditions

- a) Discount in MO Bar & Amber are available during all meal periods, except public holidays, promotional menus & events and festive dates (including the eve of festive dates and, in all cases for banquet bookings).
- b) Discount applicable for parties with a maximum of 8 persons.
- c) Offers cannot be used in conjunction with other promotional discount offers and /or together with other privileges.
- d) Prior reservations should be made and subject to availability.
- e) The member must be present during meal and present membership card upon arrival.
- f) The Landmark Mandarin Oriental, Hong Kong reserves the right to change any offers without prior notice.
- g) Should any dispute arise, The Landmark Mandarin Oriental, Hong Kong reserves the right to arbitrate the final decision.

5) LOCKERS

- a) Personal belongings are only to be kept in the changing room lockers when members are on-site at The Oriental Spa.
- b) Except for shoe lockers, lockers are for daily usage during the operating hours of The Oriental Spa only. Strictly no belongings are to be kept inside the changing room lockers overnight. All changing room lockers are opened at night and anything left in the locker shall be emptied and sent to the lost and found of The Landmark Mandarin Oriental.
- c) You acknowledge that the owner and the management of The Oriental Spa shall not be held responsible or liable for the theft of or damage to your personal property left in a locker or any areas within The Oriental Spa or the Hotel and you have been requested not to leave valuables in any locker or any areas within The Oriental Spa and the Hotel.

Shoe Lockers

- a) Only one shoe locker will be offered to each member on a complimentary basis and members are entitled to rent an extra shoe locker with an additional annual rental fee.
- b) At the end of the rental period or membership expiration date, you understand that the spa may empty the contents of the locker and dispose of its contents, within 3 days of the membership expiry or rental period expiry.
- c) Prepaid shoe rental locker payments are non-refundable, non-transferable, and the locker is subject to availability.

6) SAFETY AND HYGIENE

- a) The use of any drugs, including alcohol, tobacco and e-cigarettes, is strictly prohibited on The Oriental Spa premises.
- b) Please advise us at the time of your reservation or registration if you have any health conditions, allergies, or injuries which could influence your treatment and wellness activities. Please consult your doctor before using the Heat & Water facilities or exercise equipment if you are under medical supervision or taking any medication. The Oriental Spa shall not be liable for any accident or injury suffered by any member or guest.
- c) Members with diabetes, heart problems, high / low blood pressure, on medication, or having any type of medical condition, should consult their doctor before entering the pool or exercising.
- d) External food, beverages or glassware are not permitted in all spa, fitness & wellness facilities other than those provided by The Oriental Spa.
- e) Use of foul language and indecent behavior is not permitted within the facilities during the membership term. The Spa Management reserves the right to terminate any memberships where any breaches have occurred. No refunds, compensation or credits of any kind will be made to any members in this instance.

Guest Signature _____

7) SPA ETIQUETTE

- a) Members must present their membership card upon arrival and register at the reception desk at the 5th floor of The Oriental Spa.
- b) Proper sports attire must be worn during exercise in all the fitness & wellness facilities. Please enquire with our colleagues for more details.
- c) Return all towels and headphones at the point of collection. Towels, robes, slippers and headphones remain the property of The Oriental Spa and must not be removed from the premises.
- d) Use of any digital devices (including mobile phones, cameras and other digital equipment) are not allowed in any area of The Oriental Spa except 5/F reception and Spa Café areas in order to respect the privacy of all guests.
- e) Any direct or indirect discrimination or any kind of harassment made by Members towards any staff, guests, contractors and suppliers of The Oriental Spa is strictly prohibited. All staff, guests, contractors and suppliers of The Oriental Spa should be treated with equal opportunity and respect at all times. The Spa Management reserves the right to terminate any memberships where any breaches have occurred. No refunds, compensation or credits of any kind will be made to any members in this instance.

8) PROPERTY

No person shall remove any property of The Oriental Spa from the premises. Members are solely responsible for their own personal loss or harm within The Oriental Spa facilities.

9) RESERVATIONS & CANCELLATION POLICY

We highly recommend booking your service in advance to ensure that your preferred time and service are available. Please note the Oriental Spa has a cancellation policy for all services, including treatments and wellness activities. Cancellation within 24 hours will incur 50% charge, cancellation within 12 hours or a no show will incur a 100% charge. All wellness workshop classes must be registered in advance and paid at the time of registration. The charge of all wellness workshops and classes are non-refundable.

10) LIABILITY

While all reasonable care is taken by The Oriental Spa to ensure a safe environment, the owner and management of The Oriental Spa shall not be held responsible or liable for any loss or damage to property whatsoever or any bodily injury, accident, or death howsoever caused, sustained or incurred arising out of or in any way connected with the use, whether proper or otherwise of any of the equipment and/or facilities, whether defective or not, of The Oriental Spa. Members are advised to undergo a medical examination prior to using the facilities of The Oriental Spa.

By utilizing and in consideration for the use of the services and facilities at or in connection with The Oriental Spa including spa treatments, the heat and water areas, the fitness centre, yoga studio, Pilates studio and swimming pool (collectively the "Services"), you hereby acknowledge and agree on behalf of yourself, your successors and assigns, to the following:

- a) You indemnify and hold harmless, the owner and the operator of The Landmark Mandarin Oriental, Hong Kong and their respective affiliated companies, together with their officers, directors, shareholders, employees, agents, and representatives of the aforesaid companies and all successors and/or assigns (collectively the "Hotel") from and against any and all actions, cost, claims, losses, expenses, and/or property damage in any manner resulting from your use of the Services.
- b) You acknowledge that the Hotel will not take responsibility for the theft of or damage to your personal property left in a locker or any areas of The Spa and you have been requested not to leave valuables in any locker or in any area of The Spa.
- c) You will not use the Services when intoxicated or otherwise under the influence of any drugs or other medication.
- d) You understand that exercise and use of the Services have varying effects on individuals based upon their age, size, physical condition, ability and/or state of health, and may require personal knowledge in their proper use.
- e) You further understand it is your sole responsibility to determine your suitability and personal knowledge on the use of the Services.
- f) You declare that you are physically capable of utilizing the Services. The Hotel will not take responsibility for any kind of physical injury that may arise directly or indirectly from utilizing the Services.
- g) You declare that you are at least 18 years of age. Minors are not permitted to execute this agreement except and unless this agreement has been executed for and on behalf of the minor by a parent or authorized guardian.
- h) The Oriental Spa is under no circumstance liable to give reminder calls or other notifications related to any membership expiry.
- i) You agree that these terms and conditions apply to your current and future use of the Services.

You hereby agree that any dispute or claim that arises out of or is related to use of the Services is subject to the exclusive jurisdiction of the courts of the city in which The Oriental Spa is located and is subject to its local law.

11) NOTICE

The Code of Conduct is subject to amendments at any time as required by The Oriental Spa or The Landmark Mandarin Oriental Hotel. The Hotel and The Oriental Spa reserves the right to hold private events in the Spa or conduct certain renovation works on parts or the whole of The Oriental Spa without advance notice. No refunds, deductions, compensation or credits of any kind will be made to any memberships at any time.

12) TERMINATION

- a) You agree that in the event The Oriental Spa determines that you have breached any of the above Code of Conduct, The Landmark Mandarin Oriental, Hong Kong has the right to terminate this agreement with immediate effect upon which you may be entitled to a pro rata refund of your membership fee at the discretion of hotel management. For the avoidance of doubt, all complimentary benefits and allowances will cease upon termination. You agree to unconditionally and irrevocably release and discharge The Landmark Mandarin Oriental, Hong Kong from all actions, proceedings, suits, causes of actions, claims, demands, costs and expenses whatsoever you now have or at any time hereafter may have or but for the refund of the membership fee could or might have had against The Landmark Mandarin Oriental, Hong Kong in respect of, in connection with or in consequence of the membership and/or the use of Services in The Oriental Spa.
- b) You agree that The Landmark Mandarin Oriental, Hong Kong may at any time and for any reason terminate this Agreement on no less than 90 days' prior written notice to you, upon which you may be entitled to a pro rata refund of your membership fee at the discretion of hotel management. For the avoidance of doubt, all complimentary benefits and allowances will cease upon termination.

Guest Signature _____

THE ORIENTAL SPA WELLNESS MEMBERSHIP BENEFITS & PRICING YEAR 2019

| Membership Type | Platinum | Gold | Silver |
|---|-------------------------------|-------------------------------|-------------------|
| | \$102,500 (Single) | \$96,400 (Single) | \$93,300 (Single) |
| | \$196,300(Couple) | \$174,600(Couple) | \$165,400(Couple) |
| Benefits | | | |
| One complimentary stay for two nights for two in an L900 suite with breakfast. Transferable, based on availability and subject to code of conduct details (PLATINUM) | √ | | |
| One complimentary stay for one night for two in an L600 Deluxe room with breakfast. Transferable, based on availability and subject to code of conduct details (GOLD) | | √ | |
| Use of 6/F Heat and Water experience and changing room | √ | √ | √ |
| Use of fitness centre | √ | √ | √ |
| Use of swimming pool | √ | √ | √ |
| Unlimited Group classes (excluding Joint Dynamics, all private & semi-private services) | √ | √ | √ |
| One complimentary 90 minutes massage or facial | √ | √ | √ |
| One complimentary fitness assessment | √ | √ | √ |
| One complimentary Personal Trainer class (subject to availability) | √ | √ | √ |
| A choice of One complimentary Private Pilates or Yoga Session | √ | | |
| Treatment allowance | \$12,000 (Single) | \$12,000 (Single) | |
| (Not applicable on Saturday - Sunday and all Public Holidays) | \$24,000 (Couple) | \$24,000 (Couple) | |
| | *\$1,000 per month per person | *\$1,000 per month per person | |
| Personal training allowance | \$6,000 (Single) | | |
| * not applicable for any Joint Dynamics services | \$12,000 (Couple) | | |
| | *\$500 per month per person | | |
| One-time complimentary birthday allowance of \$500 towards any spa treatment is offered within the guest birthday month | √ | √ | √ |
| One complimentary shoe locker | √ | √ | √ |
| Complimentary Wi-Fi service | √ | √ | √ |
| Complimentary four-hour parking | √ | √ | √ |
| Discount on treatments (Monday - Thursday) | 20% | 15% | 10% |
| Discount on treatments (Friday – Sunday & all Public Holidays) | 15% | 10% | 5% |
| Discount on Selected Spa retail products | 20% | 15% | 10% |
| Discount for private, Pilates and personal training | | | |
| * Excluding Joint Dynamics & all Master Yoga private & semi-private services. | 15% | 10% | 10% |
| Discount for fitness wear laundry | 25% | 25% | 20% |
| Discount in MO Bar and Amber | 10% | 10% | 10% |
| Discount on Spa F & B | 20% | 15% | 15% |
| Discount for Wellness Retreats and Workshops | 25% | 20% | 10% |
| One complimentary access to One Specialist (subject to availabilities) | √ | | |

I acknowledge that I have read the attached "The Oriental Spa Wellness Membership Code of Conduct" carefully and understand its meaning, and I agree to be bound by all the Code of Conduct and "Release of Liability". I agree to abide by The Oriental Spa Wellness Membership Code of Conduct, The Oriental Spa Wellness Membership - Benefits & Pricing, which may be altered or added to by the Management, without prior notice at any time. No refunds, deductions, compensation or credits of any kind will be made to memberships at any time in case of changes or alterations.



THE
ORIENTAL SPA
HONG KONG

The Landmark, 15 Queen's Road Central, Hong Kong Telephone +852 2132 0011 Facsimile +852 3172 8011
mandarinoriental.com/landmark

