

Marquis Suffolk Membership

Terms and Conditions

Private Membership

- Discounts and features of the membership can only be redeemed by the membership holder. In the case of food discounts and tennis court usage, the membership holder must be present with additional guests to redeem the stated benefits
- No cash alternative will be given
- If all features aren't redeemed within the 12 month membership period, they cannot be carried over
- Room upgrades, late check out (up to 1 hour), access to spa facilities and PDR bookings are subject to availability
- Use of spa facilities is for two hours per visit and only permitted within the hotel resident time slots (6:30am to 8:30am and 4:30pm to 10:30pm). Visits must be pre-booked and are exclusively for the membership holder only
- Memberships are valid for 12 months from date of activation
- Please be aware, your annual membership will auto renew unless stated in writing 8 weeks prior to the renewal date
- You will be opted in to our newsletters for marketing purposes only. No details are shared with a third party
- Discounts are not to be used in conjunction with any other offers
- We reserve the right to refuse membership / membership renewal
- Discounts exclude, but are not limited to, key dates such as Bank Holiday, Mothers Day, Fathers Day, Christmas Day, Boxing Day, New Year's Eve, New Year's Day
- The membership holder will need to present their card to receive discounts at every visit
- Discounts do not apply to weddings or events
- Personal data will be kept on file for two years from the date of expiry, unless you request in writing for it to be removed sooner
- If a monthly payment fails, your membership will be void
- A photo is required to validate your membership, failure to comply will mean the membership is deactivated
- If you have selected monthly payments, there will be an admin charge that is pro rata'd depending what day of the month you sign up
- We shall not be in breach of these Conditions, nor shall we be liable for any delay in performing, or failure to perform, any of our obligations under these Conditions if such failure or delay results from event, circumstances or causes beyond our reasonable control. Such causes include, but are not limited to power failure, internet service provider failure, fire, flood, storms, earthquakes, acts of terror or any other event that is beyond our control
- Confirmation emails and payment links will come from Marquis Spa

Corporate Membership

- Discounts and features of the membership can only be redeemed by the membership holder and 9 of their named guests
- No cash alternative will be given
- If all features aren't redeemed within the 12 month membership period, they cannot be carried over
- PDR bookings are subject to availability
- Memberships are valid for 12 months from date of activation
- Please be aware, your annual membership will auto renew unless stated in writing 8 weeks prior to the renewal date
- You will be opted in to our newsletters for marketing purposes only. No details are shared with a third party.
- Discounts are not to be used in conjunction with any other offers
- We reserve the right to refuse membership / membership renewal
- Discounts exclude, but are not limited to, key dates such as Bank Holiday, Mothers Day, Fathers Day, Christmas Day, Boxing Day, New Year's Eve, New Year's Day
- If the membership holder isn't present at each visit, named delegates details will need to be given as verification
- Discounts do not apply to weddings or events
- Personal data will be kept on file for two years from the date of expiry, unless you request in writing for it to be removed sooner
- If a monthly payment fails, your membership will be void
- A photo is required to validate your membership, failure to comply will mean the membership is deactivated
- If you have selected monthly payments, there will be an admin charge that is pro rata'd depending what day of the month you sign up
- We shall not be in breach of these Conditions, nor shall we be liable for any delay in performing, or failure to perform, any of our obligations under these Conditions if such failure or delay results from event, circumstances or causes beyond our reasonable control. Such causes include, but are not limited to power failure, internet service provider failure, fire, flood, storms, earthquakes, acts of terror or any other event that is beyond our control
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