WAITING LIST POLICY

THE WEST HANTS CLUB

1. About this Policy

This policy explains how The West Hants Club ("The Club") and West Hants Club (Trading) Limited ("WHCT") waiting lists will operate when membership levels of one or more or all categories are determined by the Board of Trustees to be at full capacity. Whether a particular category is considered to be at full capacity will be at the discretion of the Board of Trustees with the aim of ensuring the highest standard of service across all membership categories. It sets out how applications are handled, how places are offered, and how administration fees are treated, ensuring the process is fair, transparent, and consistent.

2. When a Waiting List Applies

- A waiting list may operate in one or more or all categories of membership when the Board of Trustees determines one or more or all are full.

3. Joining a Waiting List

To join a waiting list, individuals must:

- Complete a waiting list application form (in person).
- Provide contact details to include a mobile number and valid email address.
- Select their preferred membership category.
- Pay the applicable administration fee.

Applications for those membership categories with a waiting list are maintained in chronological order and on a strict first-come, first-served basis, unless stated otherwise.

Joining a waiting list does not guarantee future membership.

4. Offer of a Membership Place

When a place becomes available in a particular category:

- The Club will contact the first person on that waiting list.
- Contact will be made by email in the first instance, followed by a telephone call if no response is received. To be clear any, offer of a membership will lapse 14 days after the date of the above email.

5. Priority Rules

Exceptions to the standard allocation order apply where:

- An existing U18 child member linked to a parent member who, upon turning 18, will transition to an independent membership within the same membership category subject, of course, to paying the appropriate membership fee.
- A member who required and was granted a downgrade for medical reasons (pursuant to the Club's Terms and Conditions) and is subsequently returning to a higher category when fit and able to use the Club's facilities; we reserve the right to request supporting medical evidence.
- ·Exceptional circumstances, where the case has been referred to and approved by the Board of Trustees.

Exceptions do not apply:

Where you are in a less comprehensive membership category and wish to upgrade to a more comprehensive category in respect of which there is a waiting list. In those circumstances you will need to apply to join the waiting list for the membership category you wish to upgrade to.

6. Administration Fee

6.1. Amount

An administration fee of £30 per person, is payable when joining a waiting list.

6.2. Purpose of the fee

The administration fee covers administrative processing, which includes but is not limited to:

- Creating and maintaining an applicant record.
- Processing application information.
- Managing waiting list position and priority.

6.3. Credit Toward Membership.

If a membership place becomes available and is accepted, the administration fee will be credited against the joining fee or first membership payment whichever is appropriate.

7. Refunds of the Administration Fee

7.1. Circumstances Where a Refund Will Be Given.

A full refund of the Administration Fee will be provided if, during the 14-day cooling off period from date of waiting list. application and payment, a request is received to be removed from the waiting list.

8. Removal From the Waiting List

A person may be removed if:

- A place is not accepted within 14 days of the date of email making the offer of membership.
- They accept a membership place and pay the relevant joining and membership fee.
- They decline the offer of membership.
- They request removal from the waiting list.
- Their contact details are no longer valid, and we are unable to make contact by email or telephone.
- Where it comes to the attention of the Board of Trustees that an applicant's conduct would be considered damaging to the reputation, character, interests or good order of the Club.

9. Waiting List Timeframes

- The Club cannot guarantee how long an individual will remain on a waiting list.
- Any estimated waiting times provided are indicative only and not guaranteed.
- Being on the waiting list does not guarantee a future membership offer.

10. Data Protection (UK GDPR)

Personal data collected in connection with the waiting list and application process will:

- Be used only for waiting list administration.
- Be stored securely.
- Not be shared with third parties.
- Be deleted if no longer required or on request; in line with UK GDPR and the Data Protection Act 2018.

11. Changes to This Policy

The Club reserves the right to amend or withdraw this Policy, including administration fee arrangements and waiting list management, where necessary. Any material changes will be communicated where reasonably practicable.