



Terms & Conditions

Membership Validity

Club 20 membership benefits are valid from 1 February 2026 to 31 December 2026.

Due to a system setting, the expiry date shown on your gift voucher may differ. As membership benefits are only valid for the dates stated above, please disregard the expiry date displayed on the voucher.

£20 Monthly Offers

Club 20 members will receive an email mid-month outlining the £20 member-only offer for the following month (for example, February's offer will be shared in mid-January). Offers are subject to availability and individual terms may vary each month.

20% Off Lunch & Dinner

Members receive **20% off their food bill for up to four guests**, available **Monday to Thursday**.

The Club 20 membership card must be presented when settling the bill for the discount to be applied. This discount cannot be used in conjunction with any other offer, including Club £20 monthly offers or set menus.

20% Off Accommodation

Members receive 20% off accommodation on Bed & Breakfast rates, available Monday to Thursday only. The discount is valid for multiple consecutive nights, provided the stay falls within Monday to Thursday. Friday, Saturday and Sunday nights are charged at the full rate. The 20% discount is not valid on 24 December or 31 December 2026 and cannot be used in conjunction with already discounted packages. Discounts cannot be applied retrospectively.

This offer is not available to book online. To use your members' discount, bookings must be made by calling 01202 475111 or emailing reservations@captainsclubhotel.com.

Please have your membership code to hand when calling or include it in your email. Your 8-digit voucher code can be found on your confirmation if you do not yet have your physical card.

20% Off Spa Treatments

Members receive 20% off individual spa treatments. This offer excludes spa days and treatment-of-the-month offers, which are already discounted.

Treatments can be booked online as usual using the discount code sent to you by email. You can also book over the phone by calling 01202 491360. Please remember to present your membership card on arrival at the spa to confirm your membership. If a valid membership card is not presented on arrival, the discount cannot be applied and the remaining balance will be payable.

Early Access to Events

Club 20 members will receive early access to ticketed events, with booking opening two weeks prior to general release. Event details and booking information will be shared via email.

£20 Birthday Voucher

Members will receive a £20 birthday voucher to use during their birthday period. The voucher will be emailed to you seven days prior to your birthday.

If your birthday falls earlier in the 2026 membership year than the date you joined, or if you do not receive your birthday voucher automatically seven days before your birthday, please email **reservations@captainsclubhotel.com** with your membership number (voucher code) and we will be happy to arrange this for you.

General Terms & Conditions

- All Club 20 benefits are subject to availability and may be withdrawn or restricted on certain dates or during busy periods.
- The Captain's Club Hotel & Spa reserves the right to amend, suspend or withdraw any Club 20 benefit, offer or these terms and conditions at any time, where reasonably necessary. Any changes will be communicated to members where possible.
- Club 20 membership is non-transferable, non-refundable and valid only for the named member.
- Membership benefits cannot be exchanged for cash, credited to an account, or applied retrospectively to previous bookings or transactions.
- Discounts and offers are not valid in conjunction with any other promotions, discounts, packages or special offers unless expressly stated.
- The Captain's Club Hotel & Spa reserves the right to refuse or revoke membership where misuse, fraud or breach of these terms is suspected.
- By purchasing or using a Club 20 membership, members agree to these terms and conditions.