

CLUB SBM FAQ AND HELP

<p>1. How do I join?</p> <p>You can contact Club SBM via our enquiry form on our website 'Contact Us' area or telephone the contact number provided. Alternatively, you can e-mail us direct at info@clubsbm.co.uk. We will discuss your enquiry with you and answer any initial questions you may have. We will arrange to meet/visit you at a mutually convenient place, date and time to discuss your application in more detail and provide you with any further information required. Once you have collated all the information you need to ensure that Club SBM membership will meet your requirements and that you meet the membership criteria defined by Club SBM, then you will be invited to join the Club by signing the formal Membership Agreement and submitting the annual membership subscription fee.</p> <p>2. What are the benefits?</p> <p>The benefits of Club SBM membership are extensive and some will be specific to each individual dependent on their preferences and circumstances. The full benefits of membership will be explained following receipt of an initial enquiry. We are constantly adding to the benefits to add value for our members and will keep you regularly updated via e-mail, website and newsletter when you become a member.</p> <p>3. What are the Terms and Conditions?</p> <p>Club SBM Terms & Conditions can be located via a link at the bottom of the home page of our website</p>	<p>www.clubsbm.co.uk. They detail specific legal terms such as membership obligations, conduct, fees termination etc.</p> <p>4. What is the policy on refunds following cancellation of Membership by a member prior to the cessation of the membership year?</p> <p>Members must notify Club SBM in writing should they wish to cancel their membership. Full reasons must be disclosed and each application for any refund of monies will be reviewed individually.</p> <p>5. What is the Club SBM Membership Card?</p> <p>The card is the means by which you will be recognised as a Club SBM member. Carry it with you at all times, and, if you are a Golf Club member, you will need to present it at each golf partner destination you use.</p> <p>6. Why is Club SBM membership only?</p> <p>Because we believe we can best serve those who share our commitment to excellence. Members can only belong to Club SBM by invitation or referral. We guarantee to ensure that our growth will never compromise the quality of our service. Everyone who belongs is given a Club SBM membership card that enables them to access all the services and experiences their membership offers.</p> <p>7. Who would benefit from membership of Club SBM?</p> <p>Club SBM is of most help to busy, successful people who value their leisure time and wish to spend it</p>
---	---

CLUB SBM FAQ AND HELP

indulging their sporting passions. It is also of benefit to corporate members who wish to entertain their clients in style with golf at exclusive venues, horse racing with all owners' privileges and facilities and access to the world's most sought after events. They are people who value quality and service and can benefit from Club SBM's breadth of contacts and prestigious sporting and corporate partners.

9. Club SBM claim to be offering a personal service. As some client interaction will be on-line, how user friendly will it be?

Our site is designed to be easy to use, and our dedicated Member Services are available 7 days a week between 9am and 6pm. Members may also contact us outside of these hours for urgent queries or emergencies only. All Club SBM members will receive a first class personal service.

10. What services will Club SBM offer that cannot ordinarily be found?

Club SBM has brought exclusive sporting experiences and services together within one unique membership. Membership also enables our members to benefit from a comprehensive and personalised service and enjoy access to exclusive corporate events and enjoy the social and networking opportunities they offer. Through our contacts and business relationships we have made it relatively simple for members to take advantage of these services. Our Member Services are on hand to ensure our members' needs are met first time.

11. What are the vetting criteria to become a member?

Initially, Club SBM has, like any club, attracted members through word of mouth and referral. As we gather momentum we anticipate a large number of unsolicited approaches. Clearly, we will wish to ensure that potential members understand the value of the service we offer and will make proper use of it. There is no formal vetting process, just a pre-meet with a Club SBM executive to ensure that you understand clearly what to expect from your membership and that Club SBM are happy that our service will be right for you.

12. What is the profile of the perfect Club SBM member?

People belong to Club SBM for different reasons. We have a widely based and eclectic membership who value the services that Club SBM offer. There is no perfect profile for an ideal member and every application is reviewed on its own merits. Our members do, however, share our philosophy of quality, style, attention to detail and service.

13. If any services fail to meet a member's satisfaction, should Club SBM be contacted?

Club SBM takes responsibility for managing its relationships with members. If there are any problems, members should contact Club SBM and we will do our best to resolve them.

CLUB SBM FAQ AND HELP

14. How often is the site updated with new information regarding services and products introduced?

Frequently.

15. Who is behind Club SBM?

Club SBM is run by a management team of sporting professionals who share the same vision and aspire to achieve the highest level of excellence in all aspects of the service they provide. They work together to ensure that only the highest standard of services, facilities and products are represented and are constantly developing these to add further value to Club SBM membership.

16. How do you become a Club SBM partner or sporting provider?

Initially, contact the Club SBM management team via telephone or e-mail.

17. Where can I find Club SBM contact details?

Club SBM contact details can be found on our website www.clubsbm.co.uk. For reference they are:

Club SBM
Pure Offices
Plato Close
Tachbrook Park
Leamington Spa
Warwickshire CV34 6WE

Telephone: 01926 800144 (including urgent queries and emergencies)
E-mail: info@clubsbm.co.uk

18. What are Club SBM timescales for responding to enquiries?

A majority of member queries are answered immediately by our Member Services at the time of calling. If we are unable to resolve it straight away, for example, it involves liaison with a 3rd party, then we will contact you as soon as we have a definitive answer. If this is not likely to be the same day we will update you daily until a resolution is found. For non-urgent messages left out of hours we will contact you first thing the following day. Our Member Services operate for routine enquiries, bookings etc between 9am and 6pm 7 days a week. Urgent and emergencies will be dealt with immediately both during and outside these hours.