



CLÉ D'OR LOUNGE

Cle D'or Terms and Conditions

General

Cle D'or (the "**Lounge**") is a members-only lounge accessed by members and their exclusive guests.

- It includes all lounge communal areas without a booking or charging fee.
- Complimentary VIP Valet Parking and reserved Mall Parking are offered to all members.
- A VIP concierge service is offered to all members. Any service and/or product booked/reserved must be paid by the member that requested it.
- A hands-free service is offered complimentary to all our members within Mall of the Emirates' (the "**Mall**") parking area.
- Any delivery outside the Mall will be paid for by the member that requested the same.
- Cle D'or has the right to unilaterally update the Terms and Conditions of the Lounge at any time.

How To Become A Member

Luxury Receipts

- Access to Cle D'or is dependent on your submission of luxury receipts to someone from the Cle D'or Team, followed by the Lounge Team's validation.
- Non-luxury receipts will not be counted as part of this expenditure.
- Selected teams within the Mall and Cle D'or decide who gets access.
- Membership can be for 3 months, 6 months, or 1 year, depending on the member's spending.
Members can receive a 3-month membership when they spend a minimum of AED 50,000 within the past 1 month, a 6-month membership when they spend a minimum of AED 100,000 or more within the past 6 months, and a 1-year membership when they spend a minimum of AED 200,000 or more within the past year.
- Membership renewals are not automatic and are dependent on the member's spending.

Share

- Access to Cle D'or is dependent on your spending profile through the **SHARE** loyalty program.
- Selected teams within the Mall and the Lounge decide who gets access.
- Membership renewals are not automatic and are dependent on the member's spending.

Bookable Services

- The V Salon and Beauty Room are chargeable, and members will need to book at least 48 hours in advance.
- Food and Beverage, and the Personal Shopper's Experience will be charged separately.
- Cash, credit cards, and online payments are accepted to pay for bookable services.
- The booking is regarded as confirmed and services booked are guaranteed when you receive a booking confirmation email from us.
- Cancelled bookings within 48 hours of the appointment will be charged 50% of the service, and 100% of the service if the appointment is cancelled within 24 hours.



CLÉ D'OR

LOUNGE

Personal Information

- By becoming a Lounge member, you agree that we can hold your personal details to use in connection with your membership.
- We will use the personal information you provide us with in connection with your membership following our Privacy Policy.

Rules

- Lounge has the right to refuse a member or guest entry to any of the lounge facilities for any statutory, regulatory or company policy reasons including health and safety policies, fire regulations or dress code policy.
- Please refrain from bringing any outside food or beverages to Cle D'or, unless medically necessary.
- Cle D'or is designed for adults, therefore children are not recommended to enter.
- All products brought into the Lounge are brought and left entirely at the risk of a member, or his or her guests.
- No pets/animals will be allowed in the Lounge except for legally recognized and certified service dogs.
- Members can bring 2 guests with them at any time. The member must be present while hosting, please be aware that each additional guest must pay an AED 250 fee.
- A member's guest may not enter the Lounge without that member being present. Members may not be separated from their guests within the Lounge or allow their guests to remain in the lounge when they leave.
- The Lounge operates under the same timings as the Mall and reserves the right to close all or part of the Lounge to members and their guests for private events.
- All our members' shopping bags can be kept inside a private space under security cameras; however, we are not liable/responsible for any loss/damage caused.
- Wearing respectful clothing is required (for example: shoulders and knees should be covered).
- Memberships are restricted to individuals aged 21 years and older.
- Memberships are non-transferable and tied to the named individual.