



CLÉ D'OR LOUNGE

Cle D'or Terms and Conditions

1. Cle D'or is a private lounge to be accessed by members only and their guests.
2. Cle D'or members can access all common lounge areas without pre-booking or a fee.
3. Lounge Access:
 - Access is based on the guest's spending profile through their SHARE Rewards account and the luxury retailer referrals at the mall.
 - Mall of the Emirates and the lounge management shall decide who will grant access to Cle D'or lounge upon discretion.
 - Guests of Mall of the Emirates can enter Cle D'or by presenting a hard copy of their receipts within a set period and under their name only. Spending at Carrefour will not be counted within this spend.
 - Membership can be active for three months or one year.
 - Membership will not be auto renewed and will be reviewed by our Membership Committee annually.
 - Cle D'or Lounge have the right to deny a member/guest access to the lounge facilities for reasons related to statutory and regulatory of the company policy, but not limited to health, safety, fire regulations and dress code.
4. Required Bookings:
 - The V Salon Beauty Room should be booked a minimum of 48 hours in advance, and charges will apply. Whilst F&B and a personal shopper experience will be charged separately.
 - Payment for the booked services should be made on the same day as the booking date.
 - A member can cancel their bookings minimum of 48 hours' notice to Cle D'or lounge.
 - Accepted Payment methods are cash, credit cards, and wallet e-pay.
 - The booking of the requested service is confirmed once the member receives a confirmation email from Cle D'or lounge.
5. Personal information
 - By becoming a member of Cle D'or Lounge, you agree that we can keep your details to be used in connection with your membership profile by our Privacy Policy.
 - We will collect, process and use personal information during your interactions. It typically includes (Name/Title, Date of birth, contact details including email address and mobile number, nationality, designation and preferences).

How we use this personal information:

We use your personal information to support our business and interactions with you. Such as:

- manage your visits to our properties, communicate and interact with you.
 - provide you with our services and process payments.
6. Pets are not allowed in the 9 Lounge except for legally recognised and certified service dogs.
 7. Members cannot bring outside food or beverages to Cle D'or Lounge unless medically necessary.
 8. Cle D'or is designed for adults; therefore, children are not recommended to access
 9. Personal belongings brought into Cle D'or Lounge are brought and left entirely at the member's responsibility or their guests.
 10. Complimentary VIP Valet parking is offered to Cle D'or members only.
 11. Members are permitted to bring two guests with them during the day (two guests per day). Additionally, the third guest will be required to pay a 250 AED access fee.
 - Guests may not access Cle D'or lounge without the member being present.
 - Members may not be separated from their guests within Cle D'or Lounge or allow their guests to remain in the lounge when they leave.
 12. Cle D'or operates under the exact timings of Mall of the Emirates and reserves the right to close all/part of the lounge to members and their guests for private events.
 13. A VIP concierge service is offered complimentary to all members. Any Service and product booked/reserved must be paid for by the member who requested it.
 14. All our member's shopping bags can be kept inside a private space under security cameras; however, we are not responsible for any loss/damages caused before.
 15. A hands-free service is offered complimentary to all members within the Mall of the Emirates and parking area. Any delivery outside the mall will be paid for by the member that requested the same.
 16. Cle D'or has the right to update the terms and conditions of the lounge from time to time.