



The 9 Lounge Terms and Conditions

General

The 9 Lounge (the “**Lounge**”) is a private lounge accessed by members and their exclusive guests. It includes all lounge communal areas without a booking or charging fee.

- Complimentary Kempinski Valet parking and reserved Mall Parking is 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.
- The 9 Lounge has the right unilaterally to update the Terms and Conditions of the lounge at any time.

How To Become A Member

- Access to The 9 Lounge is dependent on the member’s spending profile through the SHARE loyalty program and via the approval of our Membership Committee.
- Selected teams within the Mall and The 9 Lounge decide who gets access.
- Membership will be active for one year. Membership will not be auto renewed and will be reviewed by our Membership Committee annually.

Bookable Services

- The Link (meeting room) should be booked at least 48 hours in advance, and charges will apply. Bookings can be made via WhatsApp or phone with our VIP concierge team in the Lounge.
- Food and Beverage, and The Personal Shopper's Experience will be charged separately.
- To secure the booking, an advanced payment is needed at least 48 hours in advance.
- If a member wants to cancel any bookings within the Lounge, they must do so within 48 hours.
- Accepted payment methods are cash, credit cards, and online payments.
- The booking of the member’s requested service is confirmed once the member receives a confirmation email from the Lounge.
- 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.



Personal Information

- By becoming a member of the Lounge, 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

- The 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.
- Membership is restricted to individuals aged 21 years and older.
- Membership is non-transferable and tied to the named individual.
- No pets/animals will be allowed in the Lounge except for legally recognised and certified service dogs.
- Please refrain from bringing any outside food or beverages to The 9 Lounge, unless medically necessary.
- The Lounge 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.
- 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 guests 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.
- All our member's shopping bags can be kept inside a private space under security cameras; however, we are not responsible for any loss/damage caused.
- 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.
- Wearing respectful clothing is required (for example: shoulders and knees should be covered).