



## THE ADMINISTRATION AND RULES OF THE UNION JACK CLUB

Approved by UJC Governing Council, 10<sup>th</sup> December 2025

### Background

1. The Club shall be officially known as **The Union Jack Club** ('the Club').
2. The Club premises shall be located at Sandell Street, Waterloo, London SE1 8UJ or at such other location as determined by the Governing Council (as referenced below).
3. The objectives of the Charity are to promote the welfare of serving and veteran enlisted members of the Regular, Reserve and Auxiliary Forces of the Crown, along with their spouses / partners and families as defined by the Governing Council of The Union Jack Club. This includes the establishment, maintenance, and operation of a residential club for their use and accommodation.

### Governing Council

4. The ultimate responsibility for the Club and its management lies with the Governing Council of The Union Jack Club (Registered Charity No. 208731), a company limited by guarantee and registered under the Companies Acts with Company Number 00080683 (the Charity) which owns the Club premises. Members of the Council serve as Trustees and Directors of the Charity. The Governing Council is the body with ultimate responsibility for Club matters. In that capacity they are authorised to approve Club rules, to suspend access or membership, and to approve variations to the rules from time to time.

### General Committee

5. The General Committee shall support the Governing Council and consist of up to 33 Service Members and 5 Veteran Members, to be reviewed as necessary, with the President of the Council and the Vice President in attendance at meetings. Terms of Reference (TORs) to be as approved by the Governing Council. Service members of the General Committee shall be appointed by the Chief Executive, representing personnel of the Royal Navy / Royal Marines, British Army and Royal Air Force. A nominated member from each service will form a trio of 'Service Whips' who will collaborate with the Chief Executive in the administrative management of the General Committee

### Management

6. The Chief Executive shall be appointed by the Governing Council and shall be responsible for the operation of the Club. They will be supported by the Executive Team which shall include the Operations Director, Club Secretary / Financial Controller, Head of Human Resources, Head of Marketing, Sales and Communications, and any other positions as authorised by the Council.

## Club Facilities

7. A comprehensive list of the Club's facilities is published separately, and the Club publishes details of London attractions, concerts and other major events. The Club Chaplain, Canon Giles Goddard, may be contacted directly, at St John's, Waterloo, or via Reception.

8. Located near major transport routes of train services from Waterloo and Waterloo East stations, Tubes, on major bus routes, river crossings and with city airport links.

9. The Club is custodian for the memorial boards listing all recipients of the Victoria Cross and George Cross.

## Membership for the Union Jack Club

10. Service Member. All enlisted members of the Regular, Reserve and Auxiliary Forces of the Crown are automatically members of the Club without the need for a written application or payment of a joining fee or subscription.

11. Registered Serving Member. All enlisted members of the Regular, Reserve and Auxiliary Forces of the Crown may apply to become a Serving member of the Club at no cost. Application can be made online or in writing using the prescribed form, which grants access to Club facilities, a secure online members area, marketing and sales offers, weekly e-newsletters, and the ability to book Club facilities online. New applicants will receive a membership card.

12. Veteran Member. There are two types of membership: **Annual or Life.** Former members of the Regular, Reserve and Auxiliary Forces of the Crown including adult members of the Cadet Forces, who held an enlisted rank for their entire service and have a minimum of two years of service may apply for membership of the Club. Applications can be made online or in writing using the prescribed form, along with proof of service and eligibility. The applicant will be considered a provisional member until service documents are verified, and fees are paid. Successful applicants will receive a membership card. Applications falling outside of these parameters will be considered by the General Committee.

## 13. Membership Provisions

- a. Full veteran membership is contingent upon the approval of the General Committee and ratification by the Governing Council.
- b. Life membership has two application types for individuals, over or under the *UK* state retirement age.

- c. Special conditions apply to application criteria: individuals medically discharged before completing two years of service, but who have served at least 15 weeks, will have their applications accepted.
- d. Individuals medically discharged after serving less than 15 weeks will be considered by the General Committee on a case-by-case basis.
- e. Applicants will be accepted for those with less than two years of service if the reason for leaving is marriage, pregnancy, Ulster Defence Regiment service or sexual orientation.
- f. Chelsea Pensioners, regardless of any commissioned service, will be regarded as holding enlisted rank and may apply for veteran membership.

14. Service Leavers. Veteran membership is complimentary for up to two years from the date of discharge. Applications are accepted from Service / Serving members and proof of service is required upon application. Successful applicants will receive a membership card.

15. Widow / Widower Members. Widows, widowers, and long-term partners of deceased Serving and Veteran Members of the Club are entitled to inherit membership following the death of their spouse / partner. Membership applications must be supported by the deceased member's death certificate. Applicants whose partners / spouses passed away prior to membership may apply online for Veteran membership under their *own* name, providing service details for the deceased partner. Eligibility requirements must be met, and proof of service must be provided.

16. Spouse / Partner Membership. Any Serving member, veteran member, service leaver, or widow / widower is entitled to apply for the spouse / partner membership online or via written application using the prescribed form, subject to payment of the applicable fee. The application must include details of the Member's spouse / partner. Membership entitles the Member's spouse / partner to utilise the facilities of The Union Jack Club and stay independently of the Member. Successful applicants will receive a membership card.

17. Children of Members or Other Family members. There is no entitlement to membership unless they have served.

18. Honorary Life Members. A veteran member who has been an enlisted member of the Armed Forces and a member of the Club for a combined total of 50 years unbroken service may be elected to Honorary Life Membership by the Council upon the recommendation of the General Committee. At the time of Honorary Life Membership is granted, the membership extends to the spouse / partner, where both parties receive Honorary Life status and are exempt from annual subscription fees. Upon the death of the primary member, the spouse / partner will revert to widow / widower membership.

19. If membership lapses due to non-payment of subscriptions, the right to Honorary Life Membership is forfeited. To reinstate this right, all unpaid subscriptions must be settled in full.

20. Honorary Life Membership may be granted to members of the Council upon invitation by the President.

21. Honorary Life Membership shall be conferred by the Club to individual recipients of the Victoria Cross and George Cross, irrespective of rank.

### **Joining Fees and Annual Subscription**

22. A Joining Fee is required upon initial application for all Veteran and Spouse Partner memberships. No joining fee is required for Service Leavers and inherited widow / widower memberships.

23. If membership lapses and rejoining occurs in a subsequent year, a joining fee will be required to reinstate membership.

24. Annual subscriptions are payable in January, or at the date of joining if later, and relate solely to the current calendar year.

25. The amount of the joining fee and annual subscription shall be determined by the Council and will include VAT. No refunds can be claimed once the membership fee has been paid, unless an application is rejected or within one month of the January subscription being collected.

26. Any member or veteran non-member may apply to become a Life Member of the Club by paying the Life Membership fee. This amount will depend upon the age of the Member and Life Membership includes the Member's spouse / partner. The cost is payable upon application and is non-refundable. A Life Member remains a member of the Club until the Member (and, where applicable, the Member's spouse / partner) resigns or passes away. Life Membership is not inheritable.

27. Non-payment. Unpaid subscriptions after the end of February each year will be placed in a cancelled status. If a member wishes to reinstate their membership later in the year, a joining fee and subscription must be paid.

28. Cancellation. Membership for Serving members lapses once the declared discharge date is reached.

### **Temporary Usage of the Union Jack Club by Non-Members**

29. Temporary rights to use The Union Jack Club may be granted to individuals for booking bedrooms and event / function spaces, subject to availability.
30. For bedroom bookings, proof of identity and proof of service must be provided upon each visit.
31. Temporary Honorary Members (THMs) are defined as those eligible to book accommodation and to stay in the Club because of being in a category on the Club's Authorised Accommodation Users' List. They may book bedroom accommodation at THM rates and may bring up to four guests into the public areas of the Club during their stay. They are responsible for providing their guests' details to Security. THMs are accountable for the conduct of their visitors while on Club premises and for any charges incurred in the Club. Visitors must not be left unaccompanied in public areas and must vacate the Club if the THM retires from public spaces for the night.
32. Individuals or organisations who are not Members but who are on the Accommodation Authorised Users List are eligible to request booking of accommodation, meeting rooms or other Club facilities. They are not able to book online but may do so, by contacting the Club Reservations and Reception teams, subject to availability. The status of all within this group is that of THM and THM rights and obligations will apply throughout their stay.
33. Other organisations or individuals are eligible to hire meeting or event spaces, on a commercial basis and, in association with the subject events or courses, are eligible to book accommodation and to use other Club facilities during their stay. They are eligible to stay under THM rules, but the right to invite other guests is not extended to this group. The nominated host(s) for these groups are responsible for the conduct of their guests, for advising them on the Club rules, and ensuring compliance while on Club premises. The host(s) are responsible for any charges incurred by those within their party.

## GENERAL RULES AND REGULATIONS

34. The General Rules and Regulations are outlined below, and by applying for membership or utilising the Club facilities, members / guests agree to abide by the following.
35. Entry to the Club may be gained by presentation of one of the following:
- a. Service Personnel: MOD 90, Union Jack Club Membership Card (if Serving Member or Serving Spouse / Partner), Base ID Card, Forces Rail Card, or proof that their spouse / partner is serving.
  - b. Veteran Members/ Honorary Life Members: valid Union Jack Club Membership Card or email in lieu of membership card.

- c. THMs: bedroom reservation and check-in documentation.
- d. Meeting Room or Function Guests: confirmation of name on the relevant guest list provided by the organiser prior to event.

36. Opening Hours. The Club premises shall be open daily from 07.00am until midnight, or 30 minutes after the bar has closed if later. After this time, only those staying in the Club shall be admitted; all others shall be obliged to leave.

37. Members, guests and temporary members must respect the privacy of others in the Club when taking pictures, filming, and/or recording while on Club premises. No media canvassing, political, commercial, or otherwise, shall be permitted within the Club, or externally within the Club's footprint. Members may not use the Club as a location to endorse any views on any media platform that may contradict the ethos and values upheld by the Club. No video filming in any public area shall be permitted without approval from the senior operations manager on duty.

38. Conduct unbecoming of members or guests at The Union Jack Club is strictly prohibited, including offensive behaviour towards members, guests, staff, or actions that adversely impact The Union Jack Club. All individuals using The Union Jack Club must respect the comfort of others.

39. A dress code applies in all public areas; members and their guests are expected to wear, as a minimum, appropriate and inoffensive casual attire. Clothing with political slogans or images, or words, offensive in themselves or likely to cause offence to others, is not permitted to be worn in public areas at any time.

40. Members may bring a party of up to ten guests into the Club to utilise the public areas at any one time and are responsible for providing their details to security if not accompanying guests. Members are accountable for the conduct of their guests and for any charges incurred in the Club. Guests not booked to stay at the Club must not be left unaccompanied in public areas and must vacate the Club if the host member(s) retire(s) from the public spaces for the night.

41. Alcohol may only be sold and consumed in designated areas of the Club licensed for this purpose, and at the times specified by the Licensing Authority. Alcohol will not be sold, or otherwise provided, to any person who is under the permitted age.

42. Members and guests are prohibited from bringing food and other refreshments into the Club for consumption in public areas.

43. The introduction or use of illegal substances in any part of the Club is strictly forbidden.

44. Smoking and the use of e-cigarettes within the Club is prohibited except in designated smoking areas.
45. Young individuals under the age of 16 must always be accompanied by an adult in all public areas.
46. Only assistance dogs are permitted in the restaurant, events spaces, and bar.
47. Intrusive mobile phone or video calls are not allowed in the library or restaurant. Consideration for other members is required in all other locations.
48. No illegal or improper use of the Club's computers and Wi-Fi is permitted.
49. Gambling is not allowed within the Club.
50. The Club shall not be liable for loss or damage to personal property in public areas, bedrooms, event rooms, car parks, and designated storage facilities.
51. Accommodation. To stay at the Club members and guests agree to abide by the following terms and conditions:
- a. Bedrooms shall not be booked for consecutive periods exceeding 28 days. A minimum gap of 14 days is required between each long stay period.
  - b. Deposits are required to secure any booking.
  - c. Bookings are accepted on a first-come, first-served basis.
  - d. Members are entitled to book accommodation for up to 4 guests.
  - e. During significant Club or National events, restrictions may be applied to the accommodation with only members able to book and occupy a Club room.
  - f. Under no circumstances may a bedroom be used by anyone other than the person(s) booked to use that room, nor may a bedroom be occupied by more individuals than it is designed to accommodate.
  - g. Assistance dogs may stay in bedrooms free of charge.
  - h. Pet dogs may stay in designated pet-friendly rooms, with priority given to assistance animals. A cleaning surcharge will apply to rooms with dogs; a maximum of two dogs per room is permitted. Pets may transit through public areas but are not allowed in the bar or restaurant and must always be under control.
52. Events / Meeting / Function Rooms. To utilise the meeting or function rooms, members and guests must agree to abide by the terms and conditions of the Club.
53. Members shall comply with security provisions as reasonably prescribed by the Chief Executive. In the interests of general security, members must not leave any items unattended in *any public* areas of the Club.

54. Upon hearing a continuous alarm, all persons in the Club, other than staff involved in actively managing the evacuation, therefore including all members, guests, event attendees and other staff must immediately evacuate the Club and follow directions from appointed Club staff to the nominated evacuation point. The fire alarm is tested at 11.00am every Monday.

55. The Club reserves the right to lockdown the premises, during which access or egress may be denied.

56. The Club reserves the right to designate 'Members Only' booking days, when particular pressure on accommodation is expected, eg Remembrance Sunday or Army v Navy Rugby weekend. The Club also reserves the right to introduce temporary 'Members Only' access to control / restrict access for reasons of safety, security, or in order to comply with the provisions of Club rules.

57. The Club will adhere to Government restrictions governing usage when required, either nationally or locally.

58. Members wishing to raise comments or address issues should do so by first consulting a supervisor, night manager, or other duty manager for resolution.

59. Formal complaints or unresolved comments / issues should be submitted in writing to the Operations Director or Chief Executive.

60. A Supervisor / Duty Manager / Night Manager may request that a member / guest who breaches the rules of the Club leave the premises or retire to their bedroom.

61. If a member or their guest violates the rules of the Club, they may be required to leave the Club premises and not be permitted to return until further notice. The Chief Executive is authorised to suspend the individual's membership. In such cases, the Chief Executive will, at the earliest opportunity, refer the suspension to the General Committee which will consider whether to uphold the suspension and remove the individual's membership or reinstate it after a specified time, making a recommendation to the Governing Council. The individual member will have the right to appeal their case in writing before the General Committee reviews their future membership.

**Undersigned by**

*Governing Council*

*General Committee*

*Chief Executive*