



Membership Terms & Conditions

Last Updated: 12 August 2026

Aethos AG, a company incorporated and registered in Switzerland with its registry number CHE-266.046.057, whose principal place of business is located at Landis + Gyr - Strasse 1 CH-6300, Zug, Switzerland (“**Aethos**”, “**we**” or “**us**”) sets out these Terms on which you hold membership at Aethos and its portfolio of clubs and hotels.

By accepting these Membership Terms & Conditions (“**Terms**”) you agree to be bound by these Terms, and by the Location Guide of each location, as updated from time to time, which apply to all spaces, experiences, activities, goods and services you use via Aethos. These Terms may only be varied, and any concession, exception or individual arrangement (including any freeze, transfer, fee waiver, non-public discount or change to your membership terms) may only be granted, in writing by a membership representative of your Home Location. Any such concession is granted at Aethos's sole discretion, applies only to the member and the occasion for which it is given, and is not a waiver of these Terms or of our right to enforce them, whether in relation to that member or any other.

1. MEMBERSHIP

1.1. Application

You must complete and submit your application for membership via the dedicated application form on our website or as shared by a representative of our Membership team. The Aethos team meets weekly and admits new members (collectively, “Members”, each a “Member”) to its community. The Aethos team shall have sole discretion as to who shall become a Member of Aethos. You are free to withdraw your application at any time prior to your application being accepted and payment being taken. You can do so by contacting us at members@aethos.com. If your membership application is accepted, we will confirm this by email. Your membership will commence on the date communicated to you by our membership team and once payment of any applicable joining fee and the first membership fees, according to your selected billing cycle, is completed.

1.2. Home Location and Contracting Entity

When you apply, you select a home club or hotel within the Aethos portfolio (your “Home Location”). Your membership is provided by, and your membership agreement and payments



are with, the Aethos group entity that operates your Home Location. Where you access other Aethos locations under your membership, that access is provided by the relevant local entity on Aethos's behalf and is offered on a complimentary basis. Details of the Aethos entity operating each location are listed in Schedule 1 of these Terms, and the entity you are contracting with is the entity issuing your membership fee invoices/receipts.

1.3. Your Aethos app and member account

As part of your membership, and at no additional cost, we provide access to the Aethos app ("**the app**") and/or your account to the website member portal ("**the web portal**"), for you to manage your membership, make bookings, access your benefits and stay connected with the Aethos community. Your use of the app, web portal and/or website member portal is also subject to the relevant General Use section, which applies to all users.

1.4. Eligibility and authority

By applying, you confirm that you are at least 18 years old and have the legal capacity to enter into this agreement. Where you apply on behalf of a company or organisation, you confirm that you are authorised to bind it, that the company or organisation is responsible for all fees and amounts due, and is responsible for any amounts it leaves unpaid.

1.5. Duration and Renewal

Membership is an annual commitment for a minimum term of twelve (12) months, regardless of tier and Home Location. At the end of each twelve-month term, your membership will renew automatically for a further twelve (12) months, unless you give us written notice of non-renewal at least thirty (30) days before the anniversary of your membership start date, in writing, by contacting members@aethos.com. We will remind you of the renewal, and let you know of any change to your fee for the coming year, at least 14 days prior to the expiration of your notice period

These annual-commitment and automatic-renewal terms apply to memberships activated on or after the effective date of these Terms. Members who joined before that date continue on the terms applicable at the time they joined, until their next renewal; on renewal these Terms will be deemed to be accepted. Membership status may be reviewed by the Aethos team periodically. Decisions of the Aethos team are final and without appeal.

1.6. Membership Billing Cycles & Payments

Membership is an annual commitment. When you apply, you choose whether to pay your membership fee annually or monthly; this determines your billing cycle, not the length of your commitment.



Any applicable joining fee, together with the membership fee for your first billing cycle, is payable in full on the day your membership commences.

The membership fee for each billing cycle is charged in full and in advance on the first day of that cycle, and covers the whole of that cycle. We do not pro-rate membership fees.

If you pay annually, your billing cycle is twelve (12) months, beginning on the date your membership commences and, on each renewal, on the anniversary of that date.

If you pay monthly, your billing cycle is one (1) month, beginning on the date your membership commences and continuing on the same day of each month. Where a month does not contain that day, the fee is taken on the last day of that month. Paying monthly does not shorten your twelve (12) month commitment.

We will charge each fee automatically to the payment method you hold on file, and you are responsible for maintaining a valid payment method at all times. If a payment is declined, we may re-attempt payment and may suspend your access to Aethos until any outstanding amounts are paid.

Members who joined on a quarterly billing cycle before the effective date of these Terms continue on that cycle; each fee remains payable in full and in advance on the first day of each quarterly cycle.

We fully reserve our right to modify our membership tiers and fees from time to time, and we will notify you in advance if there are to be any changes to the amount, date or frequency of the payment of your membership fees. Any change to your membership fee will be notified to you in advance, will not take effect before the end of your current term, and will apply from your next renewal. If you do not wish to accept a fee change, you may cancel your membership in line with the cancellation terms.

The same rules are applicable upon the renewal of your membership and for each renewal.

All bills for incidentals at all hotel or club spaces must be settled in full before leaving the spaces. Members are responsible for their Guest(s)' bills.

1.7. Payment Method on File

To enable access to all member services, including complimentary events, you are required to maintain a valid payment method on file at all times. Aethos does not store any payment details directly. All payment information is securely processed and managed by our third-party



payment providers.

1.8. Database

We need to have your up-to-date details in our membership database. We reserve our right to ask you for additional information in the future. If you don't want to provide us with this information, you are free to terminate your membership but all outstanding fees and bills will remain payable.

By becoming a Member at Aethos, you agree that we can hold your personal details to use in connection with your membership. If your contact or payment details change, please let us know via your account page.

1.9. Upgrade and Downgrades

Members can elect to upgrade to a higher membership tier at any time. If you wish to upgrade, please notify us on members@aethos.com and your request will be considered, subject to availability, at the prevailing rate upon your request.

Members may request to downgrade to a lower membership tier. As your membership is an annual commitment, any downgrade will take effect from the start of your next twelve-month term rather than immediately, and the notice requirements that apply to cancellation apply equally to downgrades. You will retain your current tier, and remain liable for its fees, until the downgrade takes effect. A downgrade may reduce or remove certain benefits and access, including club access where you move to a tier that does not include it.

1.10. Cancellation

If you choose to cancel your annual membership partway, you will not be entitled to any refund and you will remain responsible to pay for any outstanding Membership fees and bills, until the expiration of your current membership term on your next annual renewal date.

Where you join at a distance, without having visited your preferred home club for a tour with the membership team prior to submitting the application form you may cancel within fourteen (14) days of joining; your membership will be cancelled and you will receive a refund of the fee paid within 30 days from the date of written request. After this period, the annual commitment applies and fees are non-refundable.

1.11. Freezing and Transferring membership

Memberships may not be frozen, or transferred to another person. Aethos may, at its sole and absolute discretion, consider a request to freeze or transfer a membership on an exceptional,



ad-hoc basis. Any such request must be made in writing to members@aethos.com, is not guaranteed, and is effective only if confirmed by us in writing.

These terms apply to memberships activated on or after the effective date of these Terms; members who joined before that date will be notified of this change in accordance with the Change to Terms section below, and these new terms will be deemed accepted upon renewal.

1.12. Guest Access

Guest access allows Members to share Aethos with others. A guest is a person a Member brings to an Aethos location under their membership; guest access is a benefit of membership and is not a substitute for it.

Guest access depends on your membership tier, and some tiers do not include guest access. Where your tier includes it, the guest policy in place at each location applies. Guest policies vary by location and are set out in each location's Location Guide: the number of guests permitted, whether children count towards that allowance, the days and times at which guests may visit, and the areas open to guests differ from location to location.

The following apply to guests at all Aethos locations:

- Guests must be registered in advance by the Member, through the app or web portal, and follow the relevant check-in process on arrival.
- Guests must be accompanied by the Member who invited them at all times, and may not arrive before the Member or remain after the Member has left.
- Certain areas are reserved for Members only and are not open to guests at any location. These are identified in the relevant Location Guide and always include gym, pool, spa, wellness and fitness facilities.
- Members are responsible for their guests at all times, including for their conduct and for any charges they incur.
- Guests must comply with these Terms and with the applicable location's Location Guide.
- Aethos may refuse entry to, or future access for, any guest at its discretion.

Guests may otherwise access the club and hospitality areas of an Aethos location, subject to that location's Location Guide.

Aethos may, at its sole discretion, offer day passes for guests of Members at preferential rates set by us from time to time; access under a day pass is subject to availability, to the terms of that pass, and to the relevant Location Guide. Nothing in this section restricts a guest who separately holds a hotel reservation, or who has otherwise paid for access to a facility, from using it.



Aethos may vary or suspend guest access, including at particular locations, at busy periods, or during events, on reasonable notice. Where we materially reduce guest access, we will give affected Members reasonable notice.

Aethos may invite frequent guests to apply for membership. Aethos may also limit the frequency with which any individual may visit as a guest; where such limits apply, they are set out in the relevant location's Location Guide.

2. SPACES, EQUIPMENT AND FACILITIES

2.1. Use of the spaces, equipment and facilities

Use of any of the equipment, areas or facilities made available to you at the spaces is entirely at their risk. You must not use any equipment, or undertake any activity at the spaces unless you are competent to do so safely and properly.

When using any equipment and facilities made available at the spaces, you must take care to safeguard your own health and safety and that of other people. You will be solely responsible for any loss or injury that you cause to yourself, other persons, or to the equipment or facilities through your unsafe or improper use of the equipment or facilities. This includes your use of them while under the influence of alcohol or medication, or your failure to advise staff of a medical condition relevant to your use of the equipment or facilities.

2.2. Accidents and injuries

We want all Members and their Guest(s) to relax and enjoy the activities and facilities safely. Please be aware that some parts of the spaces can be hazardous. Members and their Guest(s) agree to observe our Community Rules and any signs published or displayed at the spaces at any time; to only swim in designated areas, and to take reasonable precautions when walking around the spaces or using the facilities.

If a Member or Guest(s) has an accident or suffers an injury at, or in the vicinity of, the space, please report this as soon as possible to a member of staff and, in any event, within 24 hours of the incident. As well as wanting to check on a Member or Guest(s) wellbeing, this information is needed in order to help us comply with our health and safety obligations and for insurance purposes.



2.3. Private hire and maintenance

We may at times close all or part of the spaces to Members and their Guest(s) for private events or for maintenance, repair, redecoration work or other reasons.

When we close part of the spaces for private events, we ask you to respect the privacy of all private events occurring in the space and to refrain from communicating any information about the event to any third parties.

Where all or part of the spaces is closed for maintenance, repair or redecoration work, or where we need to withdraw facilities or services because we consider that they may pose a risk to the health or safety of our Members, Guest(s) or staff, or that they are detrimental to the business, we will do our best efforts to ensure that these are reinstated as soon as practicable.

3. LIABILITY

Aethos is not responsible for any loss, damage or theft of the personal belongings of members or their guests. Please keep your belongings with you; anything left unattended is left at your own risk, and we recommend you arrange your own insurance.

You are responsible for any damage caused by you or your guests to Aethos premises or property, and we may charge you the reasonable cost of putting it right.

All items brought into our spaces are brought and left entirely at the risk of a Member or their Guest(s). Aethos, its employees or agents shall not be liable to any Member or Guest(s) for any loss, damage or injury suffered by them or their property howsoever caused, save in respect of death or personal injury to any Member or Guest(s) to the extent caused by the negligence of Aethos, and/or its employees and/or agents. This does not affect any mandatory rights a Member or Guest(s) may have under local law that we cannot legally restrict or exclude.

4. PRIVACY

We process your personal data in accordance with our [Privacy Policy](#). By joining, you confirm you have read it.

5. INTELLECTUAL PROPERTY RIGHTS

Members and their Guest(s) shall not use the names, logos, colours, trademarks, photographs, or other identifying features of Aethos and its affiliates (the 'Aethos Marks') without obtaining



our specific prior written approval.

You hereby expressly recognise that the Aethos Marks are the valid, unique and exclusive property of Aethos, its parent, affiliates and/or subsidiaries. Members and their Guest(s) may not produce, use or create, or authorise others to produce, use or create, the Aethos Marks for any purpose whatsoever, including, but not limited to, in any communications, marketing, advertising or other promotional materials (including, but not limited to, brochures, flyers, invitations and e-mail messages) that use the Aethos Marks without our prior written consent.

6. AETHOS COMMUNITY RULES

These community rules form part of your membership agreement. By becoming a member, and each time you or your guests visit an Aethos location, you agree to follow them. They exist to keep every Aethos space open, safe and welcoming.

Each Aethos location operates a Location Guide, which sets out rules and information specific to that location, including its guest policy, opening hours, and any location-specific requirements. The Location Guide for each location forms part of these Terms. By accepting these Terms you agree to comply with the Location Guide of any location you visit. Location Guides may be updated from time to time to reflect the needs of each location; the current version is available at each location and through the app or web portal.

6.1. Our community and standards of behaviour

Aethos is built on belonging. We welcome members and their guests of every background, and we ask everyone to treat each other, our teams and our neighbours with kindness and respect. Discrimination, harassment, or abusive, threatening or demeaning behaviour of any kind has no place at Aethos. We expect members to consider the effect of their words and actions on others, and to help us keep every Aethos space safe and welcoming for all.

6.2. Member conduct, suspension and removal

Membership is a privilege extended by Aethos. Where the conduct of a member or their guests, whether at an Aethos location or elsewhere, is contrary to these Terms, to our standards of behaviour, or to the safety or enjoyment of others, Aethos may, at its discretion and with immediate effect where circumstances require, refuse entry, require a member or guest to leave, or suspend or terminate the membership. No refund of fees is due on a suspension or termination for conduct, save at Aethos's discretion. Decisions on membership status are made by the Aethos team and are final.

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6.3. Prohibited substances and weapons

The possession, use, supply or purchase of illegal drugs or substances is not permitted at any Aethos location or in its immediate surroundings. Weapons of any kind are not permitted on Aethos premises, including where local law would otherwise allow them. Breach of this clause will result in removal and may result in termination of membership and referral to the relevant authorities.

6.4. Your membership is personal

Your membership, and any membership card, web portal or app access associated with it, is personal to you and may not be lent, shared, copied for another's use, or transferred. Where access is used by anyone other than the member, Aethos may withdraw that access and may suspend or terminate the membership. Please tell us promptly if your card or account is lost, stolen or compromised.

6.5. Discretion and the privacy of others

Aethos is a place to relax away from unwanted attention. Please respect the privacy of other members, their guests and our teams: do not photograph, film or record other people without their consent, and be considerate about sharing who or what you see at Aethos, including on social media and with the press. This protects the ease and openness of our spaces, and we ask the same of your guests. Please also do not use Aethos, or the connections you make here, to solicit, spam or commercially target other members, their guests or our teams.

6.6. Images at Aethos events

From time to time we may photograph or film events and activities at Aethos for our membership programme and for marketing and promotional use, and we will make reasonable efforts to signpost when filming is taking place. By attending, you agree that we may use images in which you appear for these purposes. If you would prefer not to appear, please let a member of the team know.

6.7. Smoking

Smoking and vaping are not permitted inside any Aethos location. Where outdoor areas are designated for smoking, please be considerate of others and refrain from smoking where asked.

6.8. Safety and CCTV

For the safety of members, guests and teams, CCTV operates at Aethos locations. Footage is handled in accordance with our Privacy Policy and applicable law, and is not shared except as required by law or a competent authority.



6.9. No proprietary rights

Membership grants you the rights and privileges of an Aethos member for the time being in force, but no ownership or proprietary rights in any Aethos premises or in any Aethos property. Your membership does not create any tenancy, lease, security of tenure or landlord-and-tenant relationship in respect of any Aethos premises.

6.10. Children and animals

Children are welcome at many Aethos locations and count within a Member's guest allowance. Policies vary by location, so please check before visiting. Children remain the Member's responsibility at all times.

Recognised assistance animals are welcome at all Aethos locations.

In addition, we welcome well-behaved dogs weighing up to 20kg. Dogs must be kept on a lead and under control at all times, and are not permitted in spa, wellness or gym areas, in food preparation areas, or in any other area we designate for health and safety reasons. Members are responsible for their animals, including for any damage or additional cleaning costs, and we may ask that an animal be removed.

7. APP, WEB PORTAL AND WEBSITE (GENERAL USE)

Aethos's app, web portal and website is made available to you, the user, member or customer ("you" or "your" being interpreted accordingly) subject to these Terms. Aethos's app, web portal and/or website is operated by Aethos.

7.1. Content on the Aethos app, web portal and/or website

Your use of Aethos's app, web portal and/or website and its contents including, without limit, any text, data, logos, graphics, photographs, images, animations, software, apps, videos, music and other audio/visual materials that you access ("Content") is subject to these Terms. Any Content that you access on Aethos's app, web portal and/or website is either owned by us (or third parties who license such Content to us) and is made available only for your own personal use.

You cannot link to or seek to extract data from Aethos's app, web portal and/or website or reutilise any part of Aethos' app, web portal and/or website or Content for any commercial purpose or use our trademarks in a way that suggests that you or your business has any endorsement from or affiliation to us without our prior written permission. This will be subject to our sole discretion.



7.2. Use of the Aethos' app and/or website

You must only use Aethos's app, web portal and/or website for legal purposes in accordance with these Terms. You are prohibited from using our app and/or website to engage in any fraudulent activity or in a manner that is liable to damage our business or harm other users. Your use of our app, web portal and/or website is subject to any other policies or guidelines that we may communicate to you from time to time.

You also undertake that any personal data and other information you may provide to us when registering or signing up for any services on our app, web portal and/or website is complete, accurate and up to date. In relation to any material you submit to us or post, you undertake to us that either you own this material or have the necessary rights, clearances and or approvals you need to submit or post such material.

You agree to compensate us in relation to any third party legal actions or claims that are made against us and for any associated losses, damages or expenses (including any legal expenses) that we suffer as a result of you breaching your obligations or undertakings in this Section.

8. GENERAL

8.1. Change to terms

We may change these Terms from time to time. We will do so by displaying notification of the change on our app and/or web portal and/or via email. The latest version of our Terms will be displayed on Aethos' app, web portal and/or website. We will inform you of changes within a reasonable time period. If you do not agree with these changes, you are free to terminate your membership, in accordance with the cancellation policy.

8.2. Invalidity and waiver

If any of these Terms are found to be invalid or unenforceable, the other provisions will continue to apply to the maximum extent legally permitted. No waiver of any of these Terms shall be effective unless made in writing by us and a waiver shall not be construed as a waiver of any subsequent breach.

8.3. Interpretation of these Terms

In case of dispute as to the meaning or interpretation of these Terms, the matter shall be referred to the Aethos team.

8.4. Force majeure



Neither you nor Aethos is responsible for any delay in or failure to perform obligations under these Terms (other than your obligation to pay amounts due) caused by events beyond reasonable control. Where such an event affects Aethos, we will take reasonable steps to limit disruption and to resume normal service as soon as we can.

8.5. Changes to tiers and benefits

We may modify, add to or withdraw membership tiers and their benefits from time to time. We will give reasonable notice of any material change, which will usually take effect on renewal. If you continue to use your membership after a change takes effect, you accept it; if you would prefer not to, you may cancel in line with the cancellation terms above.

8.6. Assignment

We may assign, transfer or delegate our rights and obligations under these Terms, including to another Aethos group entity. You may not assign or transfer your membership, or any rights under these Terms, to anyone else.

9. GOVERNING LAW AND JURISDICTION

To the extent permitted by applicable Law, these Terms shall be governed by the laws of Switzerland, without regard to its conflict or choice of law principles. To the extent permitted by applicable Law, you may submit your disputes arising out of or in connection with these Terms to the non-exclusive jurisdiction of the courts located in Zug, Switzerland.

If you reside in the EU you may also bring judicial proceedings before the competent court of your country of residence. If you reside in the EU, we may only bring judicial proceedings against you in your country of residence, unless you are not acting as a consumer in which case you agree to submit to the exclusive jurisdiction of the courts of Switzerland within the limits provided by applicable laws.

10. CONTACT

If you have any questions or complaints regarding Aethos' app and/or website or these Terms, you can contact us at members@aethos.com.

11. ASSUMPTION OF RIGHTS AND OBLIGATIONS

Aethos assumes all rights and obligations arising from these Terms, replacing Yayem Ltd. as the former contractual party. All rights and duties under these Terms shall be transferred to Aethos



in full, ensuring the continued validity of the contractual relationship. This transfer does not affect the rights of the consumer under applicable law.

Schedule 1

Home Location	Contracting Entity	Registered Office
London Shoreditch	Shoreditch OpCo Limited	10-50 Willow Street, London EC2A 4BH, United Kingdom
Milan	The Yard S.R.L.	Piazza XXIV Maggio 8, 20123 Milano (MI), Italy
Mallorca	Development Palmira, S.L.	Carrer del Gremi de Sabaters 21, 07009 Palma, Spain
Aethos Club Palma	Asociación Club Sociocultural Morei	Carrer d'en Morei 2, 07001 Palma, Illes Balears, Spain
Aethos Club Lisbon	Original Hospitality – Exploração Turística Unipessoal LDA	Praça Marquês de Pombal 2, 1250-160 Lisboa, Portugal