

# THE UNIVERSITY CLUB OF TORONTO

## House Rules



The University Club of Toronto provides an attractive environment in which Members can enjoy congenial social interaction. This includes meals at breakfast, lunch and dinner, a lounge bar, exercise facilities, overnight accommodations, and an active programme of high quality events that are exclusive to the Club. The Club house conveys a sense of belonging. The Club's objective is to maintain a quality of food and service which is consistently excellent.

The Club's programme of activities includes a variety of events with a high intellectual content, consistent with the interests of the membership. High-profile speakers are featured and all social occasions are distinguished by their elegance and superb attention to detail. An effort is made to set aside a number of events which are available to Members only, enabling Members to get to know one another more easily.

The house rules set out within ensure the safe enjoyment of the Club by all Members and guests.

# HOUSE RULES

*(v. Jan. 2018)*

1. **HOURS OF OPERATION:** With the exception of Statutory Holidays and other days designated by the Board, the club house shall be open to Members and guests between the hours of 7:00 AM and Midnight from Monday to Friday. Overnight guests may access the club house outside of these hours by prior arrangement.

2. **FOOD AND BEVERAGE SERVICES:**

Meal hours are as follows:	Breakfast:	7:00 AM - 9:30 AM
	Luncheon:	12:00 noon to 2:30 PM
	Dinner:	5:00 PM to 9:00 PM

**The Library** is generally available for formal dining at luncheon and dinner from Monday to Friday. Should the Library not be available an alternative location for formal dining will be provided. Advanced reservations are requested.

**The Main Bar** is regularly available for drinks from Noon until 3:00 PM and from 5:00 until 11:00 PM. Members and guests wishing beverage service between 3:00 and 5:00 PM should notify the front desk. The Bar is also available for the service of breakfast and lighter fare at lunchtime and in the evening.

Drinks may be ordered in the **Main Lounge** and in the **Sports Lounge** when the Bar is open. (See Paragraph 21 below). Light meals may also be ordered in the Sports Lounge.

3. **DRESS CODE:** In establishing acceptable dress within the Club, the Board has attempted to balance contemporary norms in business attire with the traditions of the Club.

In this context, conventional business attire (jacket and tie for men) is always acceptable. In addition, Members and guests are permitted to wear smart casual attire, as defined below, throughout the club house, except when attending an event where the dress has been specified (eg. black tie).

For gentlemen, smart casual attire means that a jacket and tie need not be worn so long as the Member or guest is wearing tailored trousers or dressy jeans and a shirt with a collar and sleeves or a turtleneck sweater.

Neither ladies nor gentlemen may wear ripped, faded or torn clothing within the Club. Shorts, T-shirts, sweatshirts, athletic shoes or casual sandals, or any clothing with bold political or commercial messages are likewise unacceptable.

Athletic wear may only be worn when going directly to or from the Sports and Fitness Centre or by Members or guests who are entering or leaving the Club.

Members and guests are asked to deposit outerwear (coats, hats, etc.) in the appropriate cloakroom (or for overnight guests in their bedrooms). These items may not be left elsewhere in the club house. Any headwear with a religious or official significance are acceptable in the Club.

4. **PERSONAL BELONGINGS:** Members and guests may deposit luggage, briefcases, backpacks and similar items with the front desk. Bulky items may not be carried into the public areas of the club house. Valuables, including cash, jewellery and electronic devices, should not be left unattended or with the front desk. No personal items may be left overnight in any public area of the club house. Any items that remain overnight will be considered abandoned and if unclaimed, will be discarded after 30 days. Members and guests who are staying overnight are advised to deposit valuables in the in-room safes. In the ladies' cloakroom, locking coat hangers are available. Supervised coat checking facilities may be arranged for private functions at an hourly cost. The Club does not accept responsibility for any private property belonging to Members or guests, including coats, footwear, briefcases or luggage left at the front desk, in the cloakrooms, or elsewhere in the club house.

5. **BOOKS, NEWSPAPERS AND PERIODICALS:** The Club provides Members and guests with current newspapers, selected periodicals and a variety of books. These may not be removed from the premises but may be read in all areas of the Club, except in the formal dining room. A media tablet is available for use by Members to read

overseas papers for which the Club maintains an online subscription. The tablet can be signed out from and returned to the front desk.

6. **BUSINESS CENTRE:** The Club maintains a business centre on the accommodations floor directly adjacent to the elevator where there are two computers, a printer, a telephone and a scanner for Member and guest use. The computers may not be used to access sexually explicit or other offensive websites. Wireless connection for Members and guests is available throughout the club house. The password may be obtained by contacting the front desk.

7. **ELECTRONIC DEVICES:** As a courtesy to others, Members and guests are requested to mute their devices within the Club. Devices may be used without restriction in the bedrooms and in other private rooms within the club house. Elsewhere, they may only be used in accordance with this policy and in a manner that does not interfere with the quiet enjoyment of the Club by others.

**Cell phones:** Cell phone conversations are permitted only in designated areas of the club house: the telephone booths off the Main Hallway, the lower lobby, the Sports Lounge and in private rooms. They are not permitted in areas of the Club where they may disturb other Club users.

**Laptops and tablets:** Laptops, tablets and similar devices may be used in silent mode in the public areas of the Club, subject to the following restrictions:

- Bar No restriction
- Lounge and Main Hallway Permitted for Reading Only
- Library & Main Dining Room Not Permitted

8. **SPORTS AND FITNESS CENTRE:** The payment of an annual sports fee entitles a Member to a designated locker and to use the fitness facility, the squash court and the golf range. Sports Members may bring a guest to the facility subject to payment of the applicable guest fee. Sports Members may also participate in any of the group classes offered by the Club at no additional charge. The spouses of Members and the members of clubs with which the University Club has a full affiliation may join the sports section on payment of the applicable fee as may the children of Sports Members between the ages of 16 and 18 years. The children of Sports Members between the ages of 12 and 15 years may use the facility without charge, so long as they are supervised by the Member at all times. Children under the age of 12 are not permitted in the fitness centre although the General Manager or his/her delegate may permit infants to accompany a Member, provided that no disturbance to other users occurs. Overnight guests are welcome to use the sports facilities and to participate in the fitness classes without extra charge. There is no additional charge for squash balls or for playing time on the squash court. Members must reserve their court time with the front desk. The court reservation should indicate if a guest has been invited. Reservations for court times which are not used should be cancelled in advance in order to avoid a “no show” penalty. Casual and athletic clothing is permitted in the Sports Lounge.

9. **OVERNIGHT GUEST ROOMS:** The Club has bedrooms on the third floor for the use of Members, guests who are sponsored by a Member, and members of affiliated clubs and their guests. The rooms are available seven days a week except for special holidays which are outlined in the Club’s calendar. The current room rates for Members and Non-Members are posted on the Club’s website. The Member rate is applicable only to rooms that are charged to a Member’s account and the invoice is in the Member’s name.

10. **PRIVATE DINING, RECEPTIONS AND CONFERENCES:** Many of the rooms in the club house may be reserved for private functions by contacting the Club office. The prices for the rooms and services may be obtained from the front desk. The Member rate is applicable only to rooms and services that are charged to a Member’s account and the invoice is in the Member’s name.

11. **ACCOUNTS:** Members will be assigned an account number which must be recorded on a chit when making purchases at the Club. Members will receive a monthly statement detailing the purchases made during that period. Payment is expected within 30 days, either by cheque or direct debit. Failure to make payment within the 30-day period will result in an additional charge. If after 60 days an account is unpaid, the Member’s Club privileges may be suspended and further collection action may be taken. If payment is made by cheque, the Member’s account number should be noted on the remittance slip. Members of affiliated clubs must note the

name of their home club on the chit along with their club account number. Guests who wish to pay by credit card must write their credit card number and the card's expiry date on the chit.

12. **CHILDREN:** Members are welcome to bring children to the Club, subject to the following provisions. Those 12 years of age and older are welcome in all the public areas of the Club, subject to good behaviour. With the exception of the fitness centre, (see Paragraph 8, above), children of all ages are permitted access to the Lower Floor of the Club and may attend functions in any private rooms. In all cases, children must be supervised by the responsible Member. On Friday evenings, children of all ages are welcome to use the regular dining rooms in the company of a Member.
13. **RESTRICTED AREAS OF THE CLUB HOUSE:** In order to comply with health and safety regulations, certain areas of the club house have been designated for access by staff only and are strictly out of bounds for Members, guests and overnight visitors. These areas include the kitchen, the area behind the bar, storage areas, and other designated spaces. Members are requested not to enter these areas unless authorised to do so by the General Manager.
14. **PARKING:** There is no parking available for Members or guests on the Club's property. Commercial and on-street parking is available in close proximity to the Club. The spaces on the Club's property have been assigned to those who require them for the conduct of Club business. Unauthorised vehicles that are parked in these spaces may be removed at the owner's risk and expense. Due to liability considerations, staff members are not permitted under any circumstances to drive a Member's vehicle.
15. **AFFILIATED CLUB GUESTS:** Members of affiliated clubs may be granted the privilege of using the Club's facilities subject to the presentation of a letter of introduction from their home club. While visiting the Club, affiliated club members and their guests are subject to the house rules and by-laws of the University Club of Toronto. Affiliated club members and guests are required to check in with the front desk each time they visit the Club in order to complete the appropriate documentation.
16. **DAMAGE TO CLUB PROPERTY:** Members are responsible to pay for the replacement of any Club property which they or their guests damage or destroy.
17. **ADVERTISEMENTS:** The prior approval of the General Manager is required to display within the club house any type of pamphlet, advertisement or notice.
18. **PUBLIC COMMUNICATIONS BY MEMBERS:** No Member may associate the Club directly or indirectly with any statement or comment that the Member may make in any medium, without the prior written approval of the Board of Directors.
19. **BUSINESS PROMOTION:** No Member is permitted to promote any business or commercial interest within the Club, unless such promotion is conducted in a private room that has been reserved for the purpose.
20. **BUSINESS PAPERS:** Members and guests may refer to business documents within the Club so long as it is done discreetly. It is not permitted to create a work space or to display significant amounts of paper in any of the public areas of the Club.

**SERVICE OF ALCOHOLIC BEVERAGES:** (See Policy on the Service and Consumption of Alcohol which is available on the Club's website.)

**PRIVACY:** The Club respects the privacy of its Members and consequently, protects all personal information in accordance with its Privacy Policy. (See Privacy Policy which is available on the Club's website.)

21. **ANIMALS:** Service animals, as defined by the *Accessibility for Ontarians with Disabilities Act*, are permitted in the Club. Upon payment of a surcharge to the regular room rate, Members and guests are permitted to keep their pets in the Club's bedrooms so long as the animals are well mannered and, in the opinion of the General Manager or designate, will not disturb other guests. Should the pet be deemed unacceptable for any reason, the Club may refuse entry or request that the animal be removed forthwith. Dogs, other than service animals, must enter and exit the Club through the Simcoe Street entrance and proceed directly to and from the owner's bedroom. The Member or guest is responsible for any damage caused to the Club's property during their stay.

22. **STAFF & GRATUITIES:** Staff are absolutely prohibited from accepting gifts or gratuities directly from Members or guests.
23. **COMPLAINTS:** Members and guests may not direct or reprimand any employee of the Club. Any complaint, comment or suggestion may be directed to the General Manager or to the President.
24. **CANCELLATION POLICY:**
- **Club Events:** Members and guests wishing to cancel a previously booked event must give the Club office a minimum of two business days' notice, either by e-mail or in writing. Failure to provide such notice will result in the Member or guest being charged the full price of the event. For events involving tickets purchased from a third party, Members and guests will be advised of the minimum notice for cancellation when they make the booking.
  - **Private Functions:** Cancellation provisions will be provided to the Member at the time of booking a function.
  - **Bedrooms:** Overnight accommodations must be cancelled before 3 PM on the day prior to the commencement of the booking. Failure to cancel will result in a charge for one night's accommodation. When a Member or guest cancels a booking, the Club will provide a reference number as confirmation of the cancellation.

*Revised January 30, 2018*

# UNIVERSITY CLUB OF TORONTO

## HOUSE RULES ON THE SERVICE AND CONSUMPTION OF ALCOHOL

*Although the University Club of Toronto is a private club, it is licensed and regulated by the Alcohol and Gaming Commission of Ontario. The Club's liquor licence imposes a responsibility on the Club to ensure that members and guests do not become intoxicated to a point where they are likely to be a nuisance to others or a danger to themselves or others. Courts have in recent years imposed significant liability on hosts (including private clubs), and the Club may be liable for substantial damages for injury or death, or damage to property, resulting from the intoxication of members or guests.*

*The Board of Directors has approved the following additional House Rules with respect to the service and consumption of alcohol. Most private clubs have adopted such rules, and the Board is confident that members and guests will respect them.*

*Note.* All references to a Member or Members in these Rules include a Club Member's guest, and guests of the Club. Members and guests are responsible for the conduct of their guests under the Club's By-Laws.

1. Members are expected to consume alcohol responsibly and not to be or become intoxicated on Club premises to the point where, in the judgment of Club staff, they are likely to be a nuisance to others or a danger to themselves or others.
2. In general, alcoholic beverages may only be consumed in the public rooms of the Club between the hours of 11:30 AM and 11:00 PM. Upon application to the General Manager, a Member holding a private function may request an extension of the normal hours for serving liquor. If granted, the extended hours will be noted on the contract relating to the function.
3. Alcohol consumed in the Club is normally to be supplied from the Club's cellars. The sale of wine is subject to the Club's liquor licence which permits wines to be brought into the Club under the special "Bring Your Own Bottle" provision. Such wines are subject to the payment of a corkage fee. No alcoholic beverage purchased in the Club may be taken from its premises.
4. Club staff are required to refuse the service of alcohol to any Member where, in the reasonable belief of the staff member, such Member is (or will become on further consumption of alcohol) intoxicated to a point where the Member is likely to be a nuisance to others or a danger to the Member or to others.

Members must follow the instructions of Club staff in this regard and no Member shall dispute or argue with a staff member in the performance of these duties.

Any complaint respecting staff implementation of these requirements shall be brought to the attention of the General Manager or The Club President and shall not be made directly to the staff member.

5. Club staff will require proof of age of majority where there is reason to believe that a minor has requested or will be provided with alcohol; absent proof of age in these circumstances, Club staff will not serve alcohol.
6. Club staff will request a Member who appears to be intoxicated (and therefore a potential nuisance or danger) to leave his or her vehicle behind and to accept a ride home with a Member who is not intoxicated or to arrange alternative means of transportation (*e.g.*, a taxi, public transport or being picked up by a friend or family member). Club staff may also offer to rent an overnight room to the Member, if available. Members are requested to assist Club staff in performing these functions.

7. Club staff whose responsibilities primarily include the service of alcohol will complete the alcohol service training programme endorsed by the Alcohol and Gaming Commission of Ontario, in order to assist them in performing their functions pursuant to these Rules in a manner that is efficient and discreet and that causes minimal disruption or embarrassment to Members.
8. Members are reminded that authority has been given by the Board of Directors to the management and staff of the Club to enforce these Rules.

THE BOARD OF DIRECTORS  
The University Club of Toronto,  
Revised January 30, 2018

# The University Club of Toronto

## Privacy Policy

The University Club (the “Club”) is a private non-profit club, which has as its objects the promotion of friendship among its Members and the operation of facilities for their use and association. The Club’s Members value their privacy and the Club is committed to the protection of personal information concerning its Members. The Club uses such information only for its own administrative and committee purposes and to provide, when requested, contact information to other Members of the Club. The Club produces a membership roster (containing Members’ names, type of membership and admission date) that is made available to Members and to membership candidates. A Member may obtain contact information concerning another Member, for social purposes, by contacting the Club office.

The Club has adopted the following principles concerning privacy of Members’ confidential information:

- 1. Accountability:** The General Manager is responsible for the Club’s compliance with this Policy. In addition to the matters set forth below, the General Manager’s responsibilities include:(a) implementing procedures to protect Members’ personal information; (b) establishing procedures to receive and respond to complaints and inquiries by Members or membership candidates; (c) training staff and communicating to staff information about the Club’s policies and practices; and (d) developing information to explain the Club’s policies and practices to Members and membership candidates.
- 2. Purpose of Collection:** (a) The Club collects personal information from and concerning its Members for the purpose of (i) making decisions concerning the admission of membership candidates; (ii) administering to and communicating with its Members in order to carry out the objects of the Club; and (iii) archival and historical purposes. (b) The personal information collected by the Club includes: (i) information provided by third parties concerning membership candidates for the purposes of making decisions concerning admission; and (ii) information from membership candidates and Members. (c) When personal information is collected by the Club concerning Members or membership candidates, the purposes for which the information is collected shall be identified by the Club at or before the time the information is collected and the information collected shall be only such as is necessary for the identified purposes. If personal information is to be used by the Club for a purpose not previously identified, the new purpose shall be documented prior to use and the consent of the Member or candidate will be obtained.
- 3. Consent:** The Club shall obtain the consent of a Member or membership candidate concerning the collection, use or disclosure of personal information. The consent shall be requested on a membership application form and on any other document that is used for the purpose of collection of personal information.
- 4. Limiting Collection of Personal Information:** The collection of information concerning Members or membership candidates shall be limited to the purposes set out in this policy.
- 5. Limits on Use, Disclosure and Retention:** (a) Members’ personal information shall only be used for the purposes set out in the policy, except with the consent of the Member or as required by law. (b) Information concerning a membership candidate, provided by third parties, shall be disclosed only to the Membership Committee, the Board of Directors and the Club staff responsible for membership matters. Following a decision of the Board or the Membership Committee concerning the admission of a member, the information obtained from third parties shall be retained in the Member’s file in a sealed envelope marked “Confidential Admissions Information”. (c) It is the policy of the Club to retain members’ files after their retirement for archival and historical purposes.
- 6. Accuracy:** (a) Personal information concerning Members shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used and shall be updated from time to time as required. (b) Members may contact the Club administration during office hours to review their personal information (other than information provided by third parties for the purpose of making decisions concerning admission) and are encouraged to update their information on a periodic basis. Changes can also be effected by e-mail communication to the Club and through the Members’ section of the Club web-site.



**7. Safeguards:** Personal information concerning Members shall be protected against loss or theft, as well as unauthorized access, disclosure, copying, use, or modification. All employees of the Club involved in the use or management of personal information shall be made aware of the importance of maintaining the confidentiality of personal information.

**8. Openness:** The Club shall make available to Members information about its policies and practices relating to the management of Members' personal information. This information shall include: (a) the name or title, and the address, of the person who is accountable for the Club's policies and practices and to whom complaints or inquiries can be forwarded; (b) the means of gaining access to personal information held by the Club; (c) a description of the type of personal information held by the Club, including a general account of its use.

**9. Individual Access:** Upon request, a member shall be informed of the existence, use and disclosure of his or her personal information and shall be given access to such information (other than information provided by third parties for the purpose of making decisions concerning admission). A Member shall be entitled to challenge the accuracy and completeness of the information and have it amended as appropriate.

**10. Questions or Complaints:** Questions or complaints concerning the Club's privacy policy, or concerning compliance with the above principles should be addressed in writing to the General Manager who shall investigate the matter and respond to the question or complaint within fifteen days. If the Member is not satisfied with the response, the matter shall be referred to the President and, if considered necessary, to the Board of Directors. If a complaint is found to be justified, the Club shall take appropriate measures, including, if necessary, amending its policies and practices.

**11. Over-riding Principle:** The Club's privacy policy is intended to reflect the principles set out in the National Standard of Canada Model Code for the Protection of Personal Information, CAN/CSA-Q830-96.

**Adopted by the Board of Directors, May 25<sup>th</sup>, 2004**

Revised January 25, 2018