



Frequently Asked Questions



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Clear answers to common membership, booking, payment and privacy questions.

Effective date: 1 July 2026 | Website: lefrenchclubisb.com

About the Club

1. What is Le French Club Islamabad?

Le French Club Islamabad is a private members' club built around dining, wellness, fitness, leisure, culture and meaningful social connection. Facilities and services may change over time, so please confirm current offerings through the official website or Membership Relations.

2. Is Le French Club open to the general public?

Access is primarily reserved for members. Certain events, guest visits or private introductions may be available under specific conditions. All entry remains subject to the Club's current rules, capacity and approval process.

3. Where is the Club located?

The Club's official address is Ramna 5- Street 16 G / 5, Diplomatic Enclave, 44000 Islamabad, Pakistan. The website displays an approved map, access instructions and contact details, without revealing private member information.

Membership

4. How can I request membership information?

Submit the membership enquiry form at lefrenchclubisb.com, or contact Membership Relations at info@lefrenchclubisb.com or +92 334 698 8888. Please include accurate contact details and a brief note on your interest in the Club.

5. Does submitting an enquiry or making a payment guarantee membership?

No. Submitting an enquiry, completing a private tour, applying, or receiving a payment acknowledgement does not guarantee approval. Membership is confirmed only when the Club expressly approves and activates it in writing.

6. What happens after I submit an enquiry?

Membership Relations may contact you to learn more about your interest, explain the relevant membership process, and, where appropriate, arrange a private introduction or request further information.

7. What membership categories and fees are available?

Current categories, fees, joining charges, renewal terms and included benefits are available directly from the Club's approved membership information. The website will not display outdated prices or benefits.

8. Can membership be transferred or shared?

Membership is personal and non-transferable, unless a specific approved category states otherwise. It may not be sold, transferred, lent or shared outside the terms of its category.

9. Can members bring guests?

Guest access may be permitted, subject to the member's category, advance reservation, capacity, guest limits and Club rules. The inviting member is responsible for ensuring guests understand and follow the Club's standards.

Bookings, Services and Payments

10. How do I make a reservation or appointment?

Use the official booking channel on the website, or contact the relevant Club team directly. A request is confirmed only once the Club issues confirmation.

11. What services are available?

The Club offers approved dining, terrace, wellness, fitness, sport, leisure, social and event experiences. Availability, operating hours and booking requirements should be confirmed at the time of enquiry.

12. Which payment methods are accepted?

Accepted payment methods are displayed at checkout, on the invoice, or through the authorised payment channel. Please do not send payment to any account or number that has not been officially confirmed by the Club.

13. What is the cancellation and refund policy?

Cancellation deadlines, deposits and refund conditions vary by membership, booking, appointment, event or product. Please review the separate Delivery, Refund, Return and Cancellation Policy, along with your confirmation, before making payment.

14. How long does an approved refund take?

Approved refunds are normally initiated to the original payment method within 7 to 14 business days. Your bank or payment provider may require additional time for it to appear.

Club Standards and Privacy

15. Is there a dress code?

Dress and conduct requirements may vary by area, occasion or event. Members and guests should follow current guidance from the Club and choose attire appropriate to a refined private-club environment.

16. May I take photographs or videos inside the Club?

Photography must respect the privacy of members, guests and staff. Do not photograph or record another person without their permission, and follow any area- or event-specific restrictions.

17. How does the Club use my personal information?

The Club uses personal information for membership enquiries, reservations, payments, service delivery, security, communication and legal

compliance. Please see the separate Privacy Policy for full details and contact options.

18. Are children or families permitted?

Family and child access depends on the applicable membership category, area, event and Club rules. Parents and guardians remain responsible for their children and for providing any necessary consent.

19. Can the Club refuse entry or service?

The Club may refuse or restrict access where reasonably necessary for safety, capacity, membership status, non-payment, policy compliance, conduct concerns or legal requirements. Decisions are made in accordance with applicable Club rules and law.

20. How can I make a complaint or ask another question?

Contact info@lefrenchclubisb.com or +92 334 698 8888 with your name, contact details, any relevant booking or transaction reference, and a clear description of the issue. The Club will review the matter and respond through the appropriate team.