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## Terms and Conditions

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Terms governing website use, enquiries, bookings, payments and related Club services.

Effective date: 1 July 2026 | Website: [lefrenchclubisb.com](http://lefrenchclubisb.com)

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## 1. Acceptance of These Terms

These Terms and Conditions govern access to and use of [lefrenchclubisb.com](http://lefrenchclubisb.com), membership enquiry forms, online bookings, payments and related digital services provided by Le French Club (Pvt) Ltd, trading as Le French Club Islamabad (“the Club”, “we”, “us” or “our”).

By using the website or submitting an enquiry, booking or payment, you confirm that you have read and agree to these terms together with the Privacy Policy and the Delivery, Refund, Return and Cancellation Policy. If you do not agree, do not use the relevant service.

## 2. Eligibility and Authority

You must have legal capacity to enter into the relevant transaction. You confirm that you are at least 18 years of age, or the age of legal majority in your jurisdiction, before submitting an enquiry, booking or payment. Where a service is knowingly offered to minors, it must be arranged and supervised by a parent or legal guardian.

If you act for another person or an organisation, you confirm that you are authorised to provide the information and accept the applicable terms on their behalf.

## 3. Website Information

We aim to keep website information accurate and current, but facilities, menus, operating hours, membership categories, fees, benefits, events and availability may change. Images may be illustrative. Specific commercial terms are those confirmed by the Club in the relevant application, booking, invoice or written communication.

#### **4. Membership Enquiries and Applications**

- Submitting an enquiry, attending a private introduction or paying an application-related amount does not guarantee membership approval.
- Applicants must provide complete and accurate information and promptly correct any material change.
- The Club may request further information, references, identification or a personal meeting where lawful and relevant.
- Membership approval, category, activation, renewal, suspension and termination are governed by the Club's current membership rules and written confirmation.
- Membership credentials and access rights are personal and must not be transferred, shared or misused.

#### **5. Bookings and Availability**

A website or message enquiry is a request, not a confirmed reservation. A booking is confirmed only when the Club issues confirmation. The Club may impose capacity limits, advance-booking requirements, deposits, minimum spends, guest limits or area-specific conditions where these are disclosed before confirmation.

#### **6. Prices, Fees and Payment**

Prices and fees will be shown in Pakistani Rupees (PKR) unless stated otherwise. Customers must use an authorised payment channel and provide accurate billing information. The Club may cancel or suspend a transaction affected by suspected fraud, an incorrect price, a duplicate entry, failed payment or a material system error, subject to an appropriate refund or correction.

Taxes, service charges, deposits, gateway charges and other mandatory amounts will be disclosed where applicable. Membership fees, renewals, event deposits and package payments may have specific terms that form part of the relevant confirmation.

## **7. Cancellations, Returns and Refunds**

Cancellations, no-shows, returns, exchanges and refunds are governed by the separate Delivery, Refund, Return and Cancellation Policy and any specific terms disclosed before payment. Where there is a conflict, a written transaction-specific term accepted by the customer will apply to that transaction, subject to applicable law.

## **8. Club Conduct, Guests and Access**

- Members and guests must behave respectfully and follow safety, privacy, dress, photography, guest and area-specific rules.
- Harassment, violence, threats, discrimination, illegal activity, damage, intoxication-related misconduct, unauthorised commercial activity and disruption are prohibited.
- The inviting member may be responsible for guest conduct where the Club rules so provide.
- Access may be refused or withdrawn for safety, non-payment, capacity, invalid credentials, policy breach or other reasonable operational grounds.

## **9. Acceptable Use of the Website**

You must not misuse the website or attempt to interfere with its operation. Prohibited activities include unauthorised access, malicious code, automated scraping that harms the service, fraudulent submissions, impersonation, infringement of intellectual property, unlawful content and collection of other users' information without authority.

## **10. User-Submitted Information**

You are responsible for the accuracy and lawfulness of information, messages, reviews, photographs and other material you submit. You must have the right to submit the material and must not include confidential, defamatory, infringing, discriminatory, obscene, misleading or unlawful content.

## **11. Intellectual Property**

The website, brand names, logos, designs, photographs, text, menus, graphics and other content are owned by or licensed to the Club unless stated otherwise. They may not be copied, modified, published, sold or used commercially without prior written permission, except for ordinary personal viewing of the website.

## **12. Privacy and Electronic Communications**

Personal information is handled as described in the Privacy Policy. By submitting an enquiry or booking, you authorise service-related communications through the contact details provided. Marketing communications will be sent only where permitted, and users may opt out of marketing.

## **13. Third-Party Services and Links**

The website may use or link to third-party payment, booking, map, social-media or technical services. Those services are governed by their own terms and privacy notices. The Club is not responsible for independent third-party content or systems, although it will use reasonable care in selecting relevant providers.

## **14. Service Availability**

We do not guarantee that the website or every Club service will be available without interruption. Maintenance, security incidents, public restrictions, utility or network failure, events beyond reasonable control (each a “Force Majeure Event”) and operational requirements may affect availability. We will take reasonable steps to communicate material changes to confirmed services.

## **15. Disclaimers**

The website provides general information and is not professional medical, legal, financial or nutritional advice. Wellness and fitness services must be used responsibly, and customers should disclose relevant health or safety concerns to the appropriate professional. Nothing in these terms excludes a right or obligation that cannot lawfully be excluded.

## **16. Limitation of Liability**

To the maximum extent permitted by applicable law, the Club will not be liable for indirect, incidental or consequential loss arising from website use, unavailability, a Force Majeure Event or third-party services. Any liability for a specific paid service will be assessed in light of the confirmed transaction, direct loss, applicable Club policy and mandatory consumer rights. This clause does not exclude liability for fraud, wilful misconduct or any liability that cannot lawfully be limited.

## **17. Indemnification**

You agree to indemnify and hold harmless Le French Club (Pvt) Ltd, trading as Le French Club Islamabad, and its officers, employees and agents, against claims, losses, damages, costs and reasonable legal fees arising from: your breach of these terms; your misuse of the website; content you submit; or your, or your invited guest's, conduct at the Club, in each case to the extent permitted by applicable law.

## **18. Suspension and Termination**

We may suspend website access, cancel a booking or restrict an account where reasonably necessary to address fraud, security, non-payment, legal requirements or a material breach. Membership suspension or termination will be handled under the applicable membership rules and written terms.

## **19. Governing Law and Disputes**

These terms are governed by the laws of Pakistan. The parties should first attempt to resolve a complaint through the Club's official contact channel. Subject to applicable consumer rights and mandatory jurisdiction rules, disputes will be submitted to the competent courts and authorities in Islamabad, Pakistan.

## **20. Changes to These Terms**

We may update these terms to reflect changes in law, services, technology or operations. The revised version will be posted on the website with an updated effective date. Material transaction-specific changes will not be applied retrospectively where doing so would be unlawful or unfair.

## **21. Notices**

Formal notices to the Club should be sent using the contact details in the “Contact Us” section. We may send you service-related notices using the email address or phone number you provided. A notice is treated as received on the next business day after it is sent, unless there is evidence to the contrary.

## **22. Assignment**

We may assign, transfer or subcontract our rights and obligations under these terms, including in connection with a business transfer, merger or restructuring, provided this does not reduce your rights under mandatory consumer law. You may not assign or transfer your rights or obligations under these terms without our prior written consent.

## **23. Severability and Entire Agreement**

If a provision is found unenforceable, the remaining provisions will continue to apply. These terms, the referenced policies and any confirmed transaction-specific terms form the agreement for website-related use and the relevant transaction.

## **Contact Us**

For questions, complaints or requests relating to this document, please contact Le French Club (Pvt) Ltd, trading as Le French Club Islamabad, at [info@lefrenchclubisb.com](mailto:info@lefrenchclubisb.com), +92 334 698 8888, or Ramna 5- Street 16 G / 5, Diplomatic Enclave, 44000 Islamabad, Pakistan.