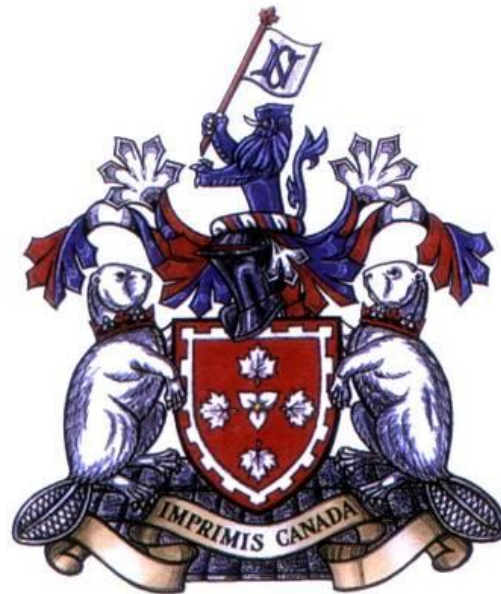


# *The National Club*

**A private downtown enclave rich in relationships,  
a celebrated heritage, and unrivaled service**



## *Membership Handbook*

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*A Letter from the General Manager and Chief Operating Officer (COO)*

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***This is your Club!***

We would like you to obtain the most enjoyment from The National Club's many services and amenities. In the following pages, you will find useful information about club operations, dining, events, banquet facilities, services and other benefits such as the club's famous wine cellar, overnight accommodations, reciprocity with clubs around the world, and much more.

Whether you are entertaining, meeting with business associates or just relaxing, The National Club staff is committed to service excellence to ensure your visit here is a great success. We want The National Club to be your first choice for your social and business entertaining.

Please feel free to contact any one of The National Club staff should you require further information, or with any special requests you may have.

We look forward to serving you.

*Bill Morari*

Bill Morari  
General Manager/COO

## *Our Team*

<b>Name</b>	<b>Title</b>	<b>Email Address</b>	<b>Tel Ext.</b>
<i>Bill Morari</i>	General Manager and COO	morari@thenationalclub.com	235
<i>Laurie Farnum</i>	Clubhouse Manager, Private Functions	farnum@thenationalclub.com	241
<i>James Stewart</i>	Executive Chef	jstewart@thenationalclub.com	243
<i>Brian Perry</i>	Wine Consultant, Beverage Manager and Sommelier	wine@thenationalclub.com	256
<i>Renata Zaborowski</i>	Catering Supervisor	renata@thenationalclub.com	284
<i>Shawn Ganderton</i>	Financial Controller	sganderton@thenationalclub.com	239
<i>Shelly Kowalski</i>	Communications and Membership Coordinator	shelly@thenationalclub.com	236
<i>Ronnie Newman</i>	Accounts Receivable	accounts@thenationalclub.com	249
<i>Margaret Creador</i>	Front Desk: Information and Reservations	margaret@thenationalclub.com	230
<i>Ray Sakys</i>	Purchasing/Receiving, Technical Support	ray@thenationalclub.com	250
<i>Ricky Bhang</i>	Banquet and Dining Room Manager	ricky@thenationalclub.com	242
<i>Bosco Kwan</i>	Sommelier; Prud'homme Beer	bkwan@thenationalclub.com	234

## *Location*

At the corner of Bay and Adelaide Streets, The National Club is in the heart of Toronto's downtown business district, with direct underground connection to the Scotia Plaza concourse level, the subway, and all major downtown office towers via The PATH. Maps are readily available for your guests.

## *Dining Facilities*

	Facility	Attire	Hours of Operations
Breakfast	Simcoe Dining Room and Lounge (ground floor)	Business Casual	7:00 to 10:00 a.m.
Lunch	Simcoe Dining Room and Lounge (ground floor)	Business Casual	Noon to 2:30 p.m.
	Bar Lounge (Second floor)	Jacket, no tie	
	Blake Lounge (Third floor)	Business Casual	
	Billiards Room (Fourth floor)	Business Casual	
	Rooftop Patio (Roof)	Business Casual	
Lounge	Marconi Lounge (entrance level) <i>- complimentary tea and coffee</i>	Business Casual	Noon to 9:00 p.m.
			5:30 to 8:00 p.m.
Dinner	Simcoe Dining Room and Lounge (ground floor)	Business Casual	5:30 to 9:00 p.m. Note: Closed for dinner in July and August
	Rooftop Patio (Roof)	Business Casual	Noon to 9:00 p.m. Note: Patio (outdoors) open for dinner July to August)

Please note: final orders at all dining locations must be put in before 9:00 p.m.

The above facilities are available Monday through Friday, except for statutory holidays and between Christmas and New Year's. The National Club banquet and catering facilities are made available on weekends for special events such as weddings.



The **Simcoe Dining Room**, **Blake Lounge** and **Rooftop Patio** serve a full menu and you are welcome to order a light lunch in any of these facilities if you wish. The **Bar Lounge** offers a light lunch; meals of your choice will be served from the other daily menus if requested.

Please let your server or staff know if you have any special dietary restrictions.

Reservations are not required for small groups of two or three. Should you have more than three guests, simply make reservations with the front desk personnel. Please advise The National Club personnel if you have special requirements with respect to food preferences or adversities.

For a complete definition of business attire and business casual attire for ladies and gentlemen, please refer to House Courtesies on page 10.

## *Business, Banquets and Catering Facilities*

The club is ready to accommodate for private dining or all-day meetings. For larger breakfast, lunch or dinner groups, we can seat up to 200 people in our Main Dining Room. We are famous for first class service, and will do wonders with unavoidable last minute meeting requirements.

For your meeting and banquet bookings, please contact Renata Zaborowski, Catering Supervisor at extension 284 or by email at [renata@thenationalclub.com](mailto:renata@thenationalclub.com).

### **Audio/Visual Equipment**

The Main Dining Room is equipped with high definition video projection, automated high definition camera, high fidelity sound system including a large retractable projection screen and supplementary 52" LCD monitors situated in the alcoves for comfortable viewing. Wireless handheld touch panels assist in facilitating complex presentations and important events.

Also available for your use are flip charts, memo pads and other media. If you have any other special AV requirements, we would be pleased to make the necessary arrangements.

To ensure we have all items, a minimum of 24 hour notice is helpful.



## Business Centre

Our Business Centre is equipped with four workstations, complete with computers and internet access, a fax machine, printer, and telephone/teleconferencing unit. This facility is extremely convenient for those days when you require an offsite office area. You can retrieve your voice and e-mail messages or use the computer stations provided. Please be respectful of other members using this area to ensure mutual enjoyment of the shared facilities.

## Wireless Connection

Wireless connection is available in designated areas in the club. For more information on this policy please contact the front desk.

Please note: other members will access this area and discreet conversation is required.



## *Wine Cellars and Club*

Our wine cellar has in stock over 40,000 bottles of exceptional wine. The National Club offers one of the largest and best wine cellars in Canada. Our wine specialists on staff include Bill Morari, General Manager, Ricky Bhang, Banquet and Dining Room Manager, or Brian Perry, Wine Consultant, Beverage Manager and

Sommelier. We will be pleased to assist with your selection.

Members of the club are automatically associated with the Wine Club. We also offer a wide selection of wines by the glass, as well as a fine selection of single malt scotch and vintage port. For more information on the Wine Club or current wines being featured at the club, be sure to contact Brian Perry at [wine@thenationalclub.com](mailto:wine@thenationalclub.com).

## *Overnight Accommodations*

The club is the perfect place for your out-of-town guests or clients, offering quiet surroundings in one of Toronto's most central locations. Located on the fourth floor, there are five hotel quality bedrooms and one deluxe suite. All rooms are equipped with a large bathroom, bar fridge, hairdryer and coffee maker, and maid service is available from Monday to Friday.

Our Front Desk personnel provide service from Monday to Friday. Arrangements can be made should your guests be arriving on the weekend.

The bedroom facilities may also be used by members and their guests who simply wish to stay downtown after an evening function, or who may have an early morning meeting.

### Room Rates

Rooms	Members & Guests	Affiliate Club Members
Single	\$155.00	\$195.00
Deluxe Suite	\$225.00	\$275.00

Please note: \$15.00 extra for each additional person.

### *Concierge*

The National Club caters to members' busy lifestyles. We are pleased to coordinate your visit to the club by booking reservations, assisting with room, meeting or catering requests or anything else within the club walls.

Additionally, we are able to coordinate theatre tickets, floral orders, salon or barber shop appointments, spa retreats and more. Our Catering Supervisor Renata Zaborowski and Front Desk Concierge Margaret Creador will be pleased to assist with making your life easier. Please contact [frontdesk@thenationalclub.com](mailto:frontdesk@thenationalclub.com) for enquires.

### *Other Member Benefits*

#### Cambridge Group of Clubs

The Cambridge Group of Clubs is a collection of unique and luxurious health and fitness clubs serving an exclusive membership of leaders, executives and professionals. It is dedicated to perfecting the fitness, health and sports club experience through continuous improvement and the highest standards of service and knowledge. They offer modern and sophisticated surroundings, state-of-the-art equipment and an educated staff who provide a highly personalized service.

Members from The National Club are offered:

- Four complimentary visits (total) annually to **The Adelaide Club** (Toronto), **The Cambridge Club** (Toronto), **The Toronto Athletic Club**, and **Club Sportif** (Montreal).
- These visits include health and fitness facilities, dining at the Cambridge Club's private restaurant, the dining room or booking the Cambridge Club's boardroom



(reservations are required and is based on availability). Members of The National Club will be eligible for the Cambridge Club room rental member rate for any private function booked.

Additionally, members have the option of signing chits at the Cambridge Group of Clubs and billing will appear on their account at The National Club.

Please note: Members must show a valid ID card from The National Club upon arrival to use the facilities.

Preferred guest fees of \$15 per visit for out-of-town members from The National Club visiting one of the Cambridge Group of Clubs. This is a savings of 50% from the posted guest fee. Reciprocal club members pay a \$30 guest fee.

### **Lionhead Golf & Country Club – Kaneff Golf Group**

Kaneff Golf Group offers our members a 25% discount off of their posted internet rates on all of their golf properties. First time users will need to login and register. For more information and to receive a promotional code, kindly email Bill Morari at [morari@thenationalclub.com](mailto:morari@thenationalclub.com) or call 416-364-3247.

Lionhead Golf & Country Club is situated in the picturesque Credit River Valley in Ontario. It is of Canada's finest golf clubs and offers 36 holes in two championship courses, the Masters and the Legends. For more information visit [www.golflionhead.com](http://www.golflionhead.com).

### **Georgian Peaks Club**

Enjoy ski privileges at The Georgian Peaks Club, a premiere ski club north of Toronto.

- Members are able to purchase adult tickets for \$75, Children (age 5 to 12) tickets for \$60. Children under age 5 are free, and students (with proof) can purchase a ticket for \$60.
- Members are eligible to take private lessons subject to availability.
- Food and Beverage service is available on a cash and credit card basis
- Parking is free.
- Privileges are limited to 4 times a year per individual, with the exception of March Break.

For more information, please visit our website.

### **Markland Wood Golf Club**

Members at The National Club may play a maximum of six times annually, bringing a maximum of three guests during their playing times. Members and their guests must

register in the pro shop upon arrival at the club and pay a guest fee for themselves and their guests. Playing times and fees are available on our website.

As well, members are able to attend lunch and dinner service throughout the golf season. Special theme nights are scheduled regularly and may be attended by members at The National Club, as well as their guests.

### **Valet Parking at Trump Tower**

Valet at Trump Tower, located just north of the Club offers preferred valet parking for members of The National Club and their guests. Valet parking is accessible off of Adelaide Street West, just east of Bay Street.

To valet park at Trump Tower, a valid membership card is required or a voucher received at the front desk of The National Club for these fees to apply.

### **Global Club Services**

Members at The National Club have an extremely beneficial agreement with Global Club Services (GCS), providing you with access to an impressive network of privileged private golf clubs around the world, as well as within the GTA. In some cases, on-site accommodation is available.

GCS will not charge you for this service, as these special arrangements are one more of the many benefits of membership with The National Club. For reservations or enquiries, contact GCS at 905-338-2274 or [rcl@globalclubservices.com](mailto:rcl@globalclubservices.com).

### **Out of Town Club Affiliations**

As a member of The National Club, you have reciprocal privileges at some of the most prestigious clubs around the world. We are currently affiliated with over 250 other clubs, and the list is growing.

It is important to note that The National Club will only affiliate with other clubs that have no gender or other membership restrictions. Please contact Ronit Newman at [rnewman@thenationalclub.com](mailto:rnewman@thenationalclub.com) to provide a Letter of Introduction, advising the affiliate club of your arrival. Most of the affiliate clubs provide overnight accommodations, or have a special arrangement with a prominent hotel close by. Simply call the appropriate club and confirm with them the details of your stay.

### **John Allan's**

National Club Members are offered preferred pricing on the Men's Club Annual Universal Membership at John Allan's. The cost for the annual membership is \$750 (regularly \$850).

Annual membership at John Allan's includes the signature full service with unlimited scalp massaging shampoo and conditioning treatment, hot towel, haircut, manicure, shoe shine, straight razor shave and beverage from their coffee and licensed bar. The universal membership allows its member's access to all John Allan's clubs including New York, Chicago, Toronto, San Francisco and Beverly Hills.

### **Cleveland Clinic Canada**

Members of The National Club as well as their family members are able to take advantage of a variety of the medical services available at Cleveland Clinic Canada, including:

- Special rate for Executive Health Program (savings of \$425). Included:
  - Six hour head-to-toe medical evaluation with clinicians from different disciplines to access health needs.
  - 12 month access to urgent care service for non-emergency medical issues.
- Appointment service for our Sports Health Program
- Dedicated patient advocate for care outside of Canada
- Convenient care options for cardiology and dermatology

### **Brooks Brothers Apparel Preferred Pricing**

All National Club members have the opportunity to enroll for the Brooks Brothers Corporate Membership Card.

As a Brooks Brothers Corporate Member, you will receive an everyday 15% Savings on regular price merchandise at Brooks Brothers U.S. and Canadian stores, by phone and online at [www.brooksbrothers.com](http://www.brooksbrothers.com).

Please call Shawn Ganderton at 416-364-3247 to receive your validation codes; then simply enroll online at: [www.membership.brooksbrothers.com](http://www.membership.brooksbrothers.com).

### **Spousal Privileges**

All members' privileges are extended to spouses at no additional charge. Your spouse may sign with your club number for any expenses incurred. We believe this is a unique feature for a business club and we are proud to offer this benefit to our members.

### **Cloakroom Facilities**

There are cloakroom facilities located on the ground floor. Any staff member will be pleased to assist you in this regard. Please leave any valuables with our Front Desk personnel.

## *House Courtesies*

### **Dress Code**

Business casual attire is allowed in the Simcoe Dining Room, Simcoe Lounge, Marconi Lounge, Blake Lounge, Bar Lounge\* and Rooftop Patio.

Guidelines for this type of attire are:

- Men – Tailored trousers, smart dressy jeans, shirts with collars and sleeves, and turtleneck sweaters are allowed.
- Women – Tailored pants, smart dressy jeans, skirts, collared shirts, collarless shirts, blouses and sleeveless summer dresses are permitted.

Not permitted: Faded, torn or worn jeans, sweatshirts, athletic shoes, and casual sandals (such as beach sandals) are not permitted anywhere in the club, nor is any apparel with slogans or commercial messages.

\*Gentlemen are requested to wear a sports jacket, suit jacket, or blazer in the Bar Lounge.

### **Business Papers in the Club**

Business papers and briefcases are permitted in the Blake Lounge (third floor) and the Marconi Lounge (entrance level). Members may make notes or refer discreetly to business papers anywhere in the club's public rooms. If substantial mounds of paper are produced, please use the Business Centre (fourth floor), or we will be pleased to direct you to private facilities for this purpose. We do ask, however, that you leave your briefcase or laptop computer with the front desk before entering the Bar Lounge or the Simcoe Dining Room.

### **Cellular Telephones and Hand Held Devices**

As a courtesy to other members, we request that while in the club you refrain from using cell phones and set the ring on your cell phones and other communication devices to the silent setting.

If you are expecting a call, please let the staff know, and they will provide a private location for your telephone conversation. Phone booths are located in the front foyer and in the second floor stairway. As well, there are telephone desks located on the third and fourth floors, and in the hall near the Simcoe Dining Lounge. Members are also asked to advise their guests of this arrangement. Club staff will continue to be vigilant with members and their guests to assure adherence to this rule. Telephone conversations are permitted in meeting rooms.

In order to ensure that the private club environment so **valued** by all is maintained, there are signs referencing the communication devices policy, displayed in a tasteful manner throughout the public areas of the club. Staff will be provided with reminder cards to discreetly hand to the member or guest who may not be aware of or has simply forgotten about this particular house courtesy.

We recognize, however, that checking calendars, and receiving e-mails are important functions in today's business world. While on silent mode, hand held devices may be discreetly used to book appointments and read e-mails. The discreet use of these devices under such circumstances will be accepted.

### Complaints

Members are requested to refrain from correcting, criticizing or complaining to staff. Any member may make complaints or suggestions by contacting the General Manager at [morari@thenationalclub.com](mailto:morari@thenationalclub.com).

### *Special Events*



As one of the functions of The National Club is to provide opportunities to meet other members in a fun, social environment, we offer a wide variety of special events such as:

- Black-Tie Galas
- Book Club
- Culinary Workshops
- Entrepreneurship Events
- Family Holiday Brunches
- Investor Roundtables
- Poker Nights
- Robbie Burns Dinner
- Salon Series
- Speaker Series
- Special Buffet Luncheons
- Wine Tastings
- Women's Networking Receptions
- And many more!

These special events are announced in weekly emails, newsletters and on posters throughout the club. Reservations can be made by contacting Margaret Creador at [margaret@thenationalclub.com](mailto:margaret@thenationalclub.com) or at [frontdesk@thenationalclub.com](mailto:frontdesk@thenationalclub.com). We encourage you to enjoy these many popular events.

## **Website, Newsletter and Event Information**

Our website [www.thenationalclub.com](http://www.thenationalclub.com) is kept current for members' convenience. We send important information about all our events and activities by email weekly. Please keep us up-to-date regarding your mailing address, telephone numbers and email address. Access to this information is under the Roster tab in the Member's Only section.

## *Administration*

### **Monthly Statement of Account and Chit Signing Procedure**

The club has a chit signing system for club charges. Members verify the accuracy of the chit, print their member number and name, sign, and take one copy with them. The **signed** copy remains with the club.

Members receive a monthly statement of account and payment is required upon receipt. To make payment easier, you are welcome to use your credit card. An authorization form is available from our Accounting Department. Please contact Ronit Newman, Accounts Receivable, at extension 249, or email [accounts@thenationalclub.com](mailto:accounts@thenationalclub.com), or Shawn Ganderton, Financial Controller at extension 239, or email [sganderton@thenationalclub.com](mailto:sganderton@thenationalclub.com).

In fairness to other members, we ask that payment be made promptly. Non-payment of accounts will lead to posting of names and withdrawal of privileges. Annual Dues may also be paid by credit card. Please keep us up-to-date regarding your mailing address, phone numbers and email address.

Guests using the bedrooms can settle their account by credit card at the end of their stay. Front desk personnel will be pleased to assist with this. Members of affiliated clubs from outside Canada are required to settle their account upon departure. There are some affiliate clubs that provide their members with the option of paying by credit card, or making use of reciprocal signing privileges.

### **House Account Minimum**

As we believe you will need no incentive to use the many dining facilities, there are NO monthly, quarterly or yearly minimums.

### **Administrative Fee**

Please note there is no gratuity required in member dining areas of the club. An administrative fee of 18% of food and beverage purchases is automatically applied to invoices for private functions. Affiliated club members' accounts will be billed an administrative fee in all club dining facilities.

## *Proposing New Members*

The one responsibility we hope you will take earnestly is to propose new members. Why not make it an objective of bringing one new member into the club each year? We are pleased to provide your friends and business associates with information and a tour of the facilities. The candidate will be guided through the membership process and familiarized with the club's services.

The club hosts New Member Luncheons to welcome interested candidates, introduce them to Directors on our Board, and give these individuals an opportunity to meet others considering membership at the same time they are. They can obtain important information about the membership while enjoying The National Club's unique and elegant ambience.

If you know someone who is considering membership at The National Club, please contact Bill Morari, GM/COO, at extension 235 or by e-mail at [morari@thenationalclub.com](mailto:morari@thenationalclub.com).