




Club members handbook



LITTLE BOOKS OF

b_together



Hello and welcome to what I hope you'll come to think of as the best decision you ever made, well maybe behind your wedding, the birth of your children...okey we'll take top 5.

I couldn't be happier that you've chosen to join our **b_together community**. When we say we want to be a **local hangout for modern family living**, we really mean it. Our top priority is helping you **combine parenting and play**, allowing you to make the most of precious family time. That's where our family membership comes in, the one you just signed up for, hooray!

Love Maggie x

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Contents



"The heart and soul of b-together is the space to create memories with the people you love."



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*1 Welcome



With confirmation of your membership, you and your family will have access to all areas of **b_together Dempsey**, including the members-only Club Floor, outdoor play areas - and all the perks that go with it.

We know the modern family comes in all shapes and sizes, so your membership can be used by you and **up to 5 members** of your tribe; you, your other half, the kids, grandparents, even your beloved helper. **You. Are. Welcome.**

Whatever your **'family' structure** looks like, and whoever your main caregivers may be, we've got you **covered**. It's our job to surround you with things to do that **inspire, entertain and enrich you**. Welcome to the **b_together family!** We're so pleased to have you as part of our little (*growing rapidly*) community. So, treat this as your little black book of **all things b_together** to help you and your family make the most of your membership. Thank you again for putting your faith in us to look after you all, we won't let you down.

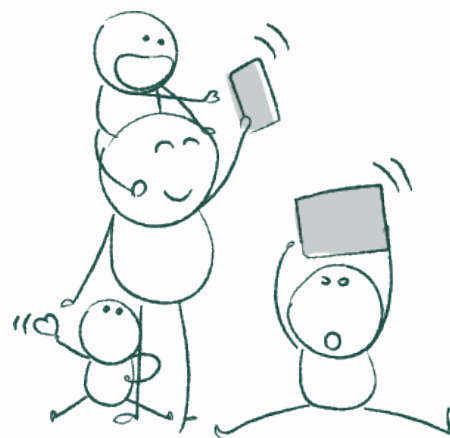


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*2 Key info



SO, LET'S START OFF WITH SOME KEY INFO TO HELP YOU GET IN THE DOOR & COMFY:



OPENING HOURS:

* **We are open** 9am to 6pm, everyday, 51 weeks a year. The Club will also be open in the evenings on certain days for **special events & programming** - contact our **Club team** for more details”

* **AT feast** is open serving food from **9am to 7pm** (Tuesday to Thursday & Sunday) & **9am to 8.30pm** (Friday & Saturday). *Kindly note that the last seating is 1-hour before closing.*

WI-FI PASSWORD:

* You and your family can access our **Family Club WI-FI**. Please ask one of our team for the password.

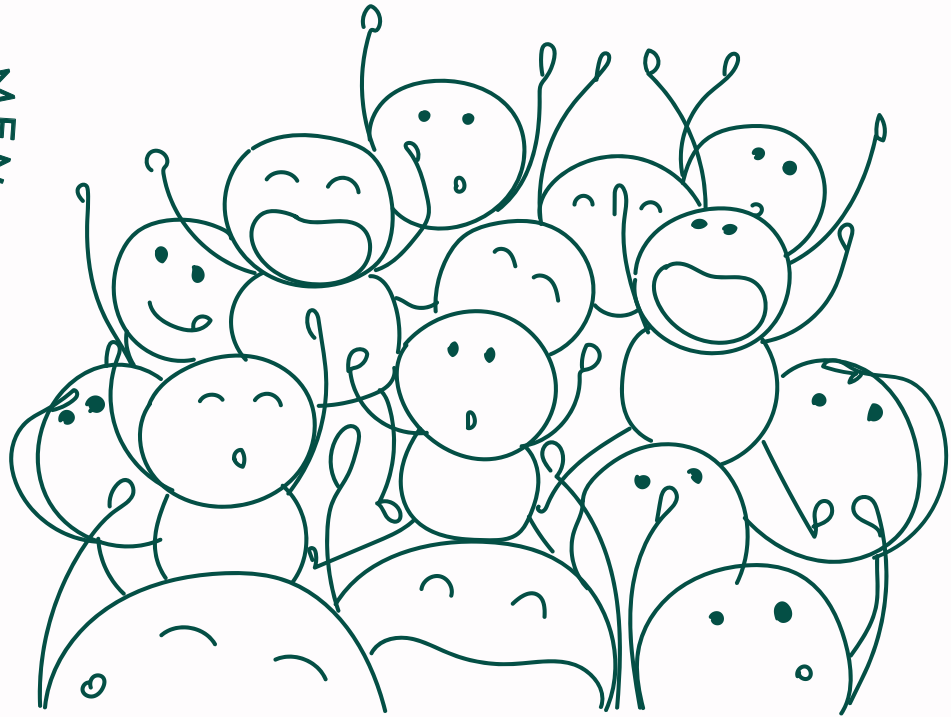
MEMBERS APP:

* You should have already been invited to download our **b_together** members app - you can find this on the **App Store** or **Google Play**, just search **b_together** and use your details to sign up.

KEEP US IN THE LOOP:

* We want to stay in touch with you so we can keep you up to date with what's going on. Please ensure you update us of any changes in your contact details, so you can always **b_in the know** and **stay updated** with all things related to the club and your membership.

*3 Our team



*"We believe the children are
our future..."*

We also believe it's important to have a **functioning planet**. So at **b_together**, we want to provide a space that inspires your little ones to dream big but also to **b_kind** to the **planet** while they go about it. And while your darlings **learn and play**, we want to provide a **fabulous space** for you parents to work, connect and relax. Because, to quote another **Whitney Houston** song: *"we will always love you"*. Too much? Okay ignore that last bit.

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*4 Your membership



MEMBERSHIP IN A NUTSHELL

As we mentioned, your **b_together membership** includes yourself and **5 other members** of your family who you've nominated to have access to all things **b_together**. We hope you all use it to the fullest - whether it's to **relax, work, eat**, watching your little ones **laugh and play** - we want you all to make the absolute most of everything **b_together** has to offer you.

1. **Full access** to the members' floor including **soft play, toddler and baby play, the nook & library, tuck shop** (daily snacks, coffee & teas) & **CREATE studio**.
2. Access to the **big kids' play zone, treehouse, yurt & botanical bar**
3. 4 x adult and 4 x child **guest passes** per month (*additional guest passes can be bought upon request*).
4. **Priority** for Jungle Playgroup places & registration fee waived.
5. Member rates on food & drink in **AT feast, big kids' holiday camps, classes & events**.
6. **Priority booking** for camps, classes & events.
7. **2 classes per month** from our Make+Do curriculum (**Sense, Explore, Create**). *That's \$1,080 worth of classes each year!*
8. Guided weekend play sessions with **Play Buddies** in our **members' soft play & CREATE studio**.
9. Schedule of **weekend b_social & play** sessions.
10. **Weekend waterplay** for the whole family.
11. Carefully **curated program** of events for the whole family; from inspirational talks to hands-on workshops.
12. **Free Parking** opposite the Club.
13. **Reciprocal club access** to **b_together St Johns Wood, London** & all the perks that come with it.

Membership **perks**

Come on in and have a look around our club...

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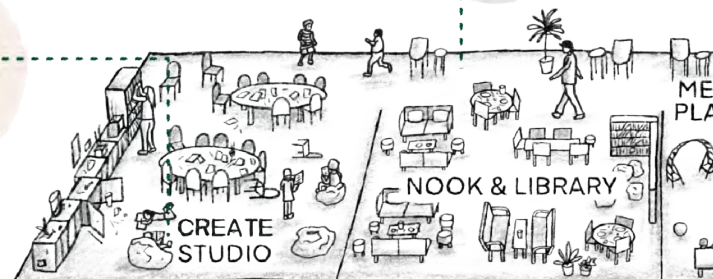
NOOK & LIBRARY

Hide away, put your feet up, work, read, catch up with a friend while your little ones play. Browse our tantalising selection of family-friendly reads to enjoy in the club.

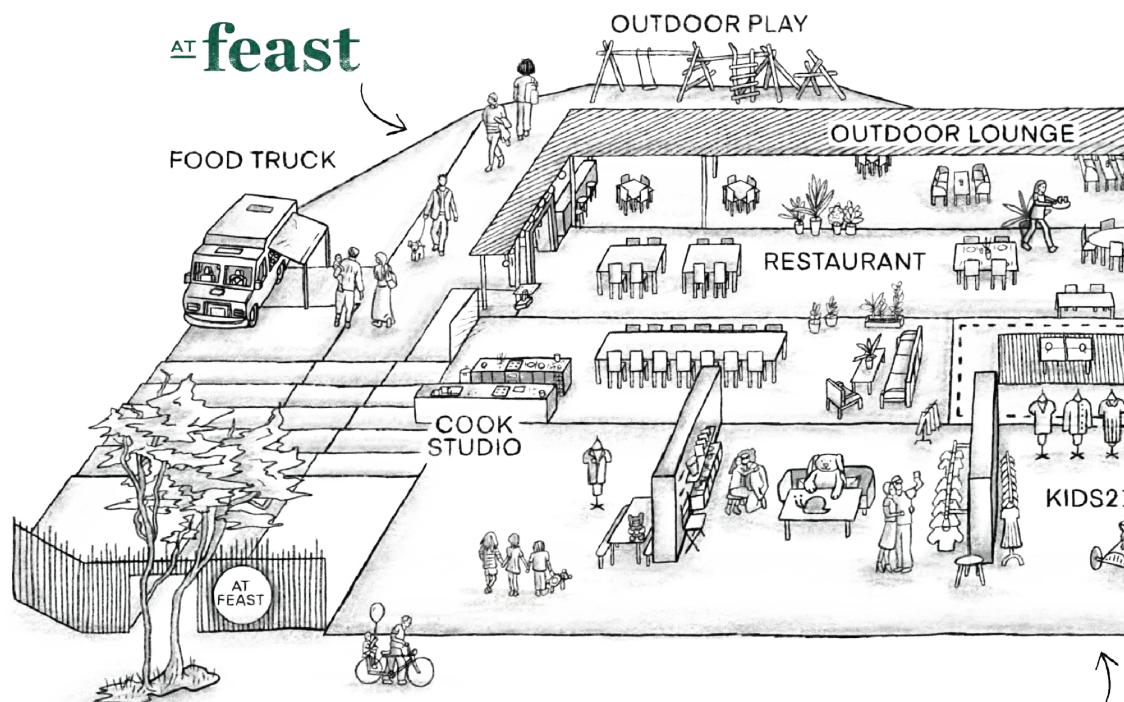
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CREATE STUDIO

Always something to keep you inspired; from arts & crafts to exploration sessions - keep an eye out for more information on our Make+Do timetable!



at feast



kids21

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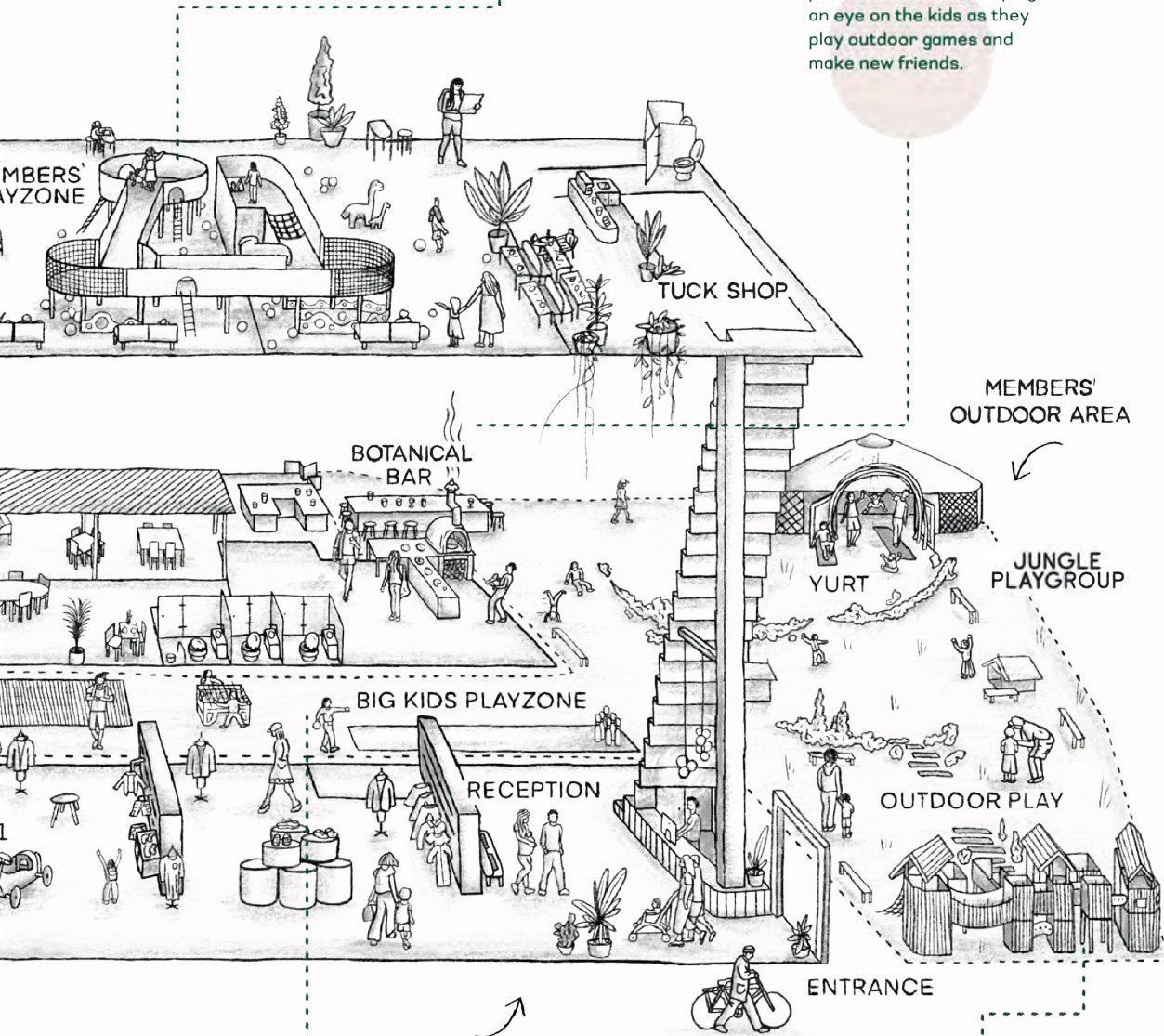
INDOOR PLAY

A tactile play area designed to stimulate the senses and challenge developing cognitive skills. Whether they're crawling, walking or able to run and jump, a new adventure awaits each visit!

4

BOTANICAL BAR

Kick back with one of our amazing cocktails in your private little oasis, keeping an eye on the kids as they play outdoor games and make new friends.



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BIG KIDS' PLAY ZONE

Their own space away from the parents where kids can get competitive with their friends playing outdoor games, practising mindful meditation or simply hanging out.

6

THE TREEHOUSE

The ultimate in outdoor play, kids can while away the hours adventuring through nets and bridges, or brave our climbing wall and take the plunge on our epic slide.

BE OUR GUEST, BE OUR GUEST

* LITTLE ONES
CAN INVITE
THEIR FRIENDS

You are most welcome to bring in your guests and the **little ones can invite their friends** too (they will LOVE the build-your-own-play area). We only ask that all guests are **always accompanied** by a **member** at all times.

* SIGN YOUR
GUESTS AT
RECEPTION
ON ARRIVAL

All guests are required to **sign in at reception on arrival** and must leave the club at the **same time** as their accompanied member. Club **rules apply to all guests**, including children, while on site so we're just saying, your guests are a reflection on you.

* YOU HAVE
4 CHILD & 4
ADULT GUESTS
PASSES PER
MONTH (PER
MEMBERSHIP)

With your **4 child & 4 adult guests passes** each month, you may invite up to:

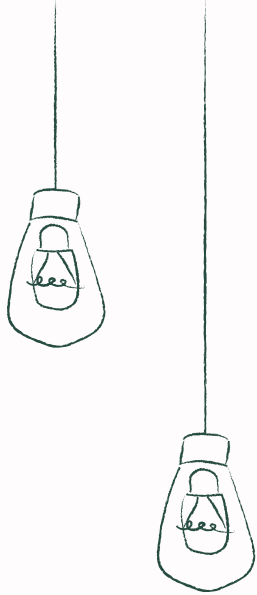
- Two guests (1x child and 1x adult) on a **Peak Day** (Weekends, School Holidays, Public Holidays, Festive Events, Special Celebrations)
- Four guests (2x children and 2x adults) on an **Off-Peak Day** (Weekdays, excluding peak periods)

If you'd like to bring more than your allocated guest passes during non-peak periods, please request this with your **Membership Hosts** a day prior to visiting (subject to club capacity). Each additional child guest pass can be purchased at **\$30** per pass.

*"After all that time stuck at home,
it's now time to reconnect and
b_together..."*



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CHANGES TO YOUR MEMBERSHIP

Please **refer to the T&C's** you were issued upon joining. This will include useful details like **membership renewals** or **cancelling your membership**. If you have a **change in your family's circumstances**, please get in touch with us to discuss it in more detail.

For any queries or additional information regarding your membership, we are never more than a few clicks away, just drop the team an email at **sayhello@b-together.sg**

5 Membership services



you can
EAT WITH US

By now, we hope you've tried out **AT feast**, our public brasserie on the ground floor.



The food we serve focuses on the **simple joys of sharing food** with family and friends. Our menu is based on nutritious, wholesome and **seasonal ingredients**. We also have an amazing **selection of wines, spirits** and of course, **cocktails**.



**FOOD AND DRINKS
FROM OUTSIDE ARE
NOT PERMITTED
IN THE CLUB,
OTHER THAN BABY
FORMULA** *(unless prior
arrangements have
been made with the Club
Manager due to medical
conditions).*



Our **Club floor** offers a tuck shop with simple snacks for both kids & adults, easy **grab&go** food and much more!

Feeling more peckish, pop down to our **AT feast brasserie** for our full menu.

We are more than happy to warm bottles for you at any time! As our friendly team for help.

If you have any special dietary requirements or preferences, do let us know. We aim to accommodate any food allergies and will do our best to satisfy fussy little eaters too!

Make+DOTM

you can
MAKE+DO WITH US

Within **b_together** we run our very own bespoke education programme, **Make+DO (M+D)**. It has been created by our **Mum-in-Chief, Maggie**, and her team of like-minded experts who all want to shake up mainstream early years programmes. - It's awesome, just saying. Led by our experienced, energetic educators, **M+D** is all about inspiring creativity and holistic development through carefully planned activities.

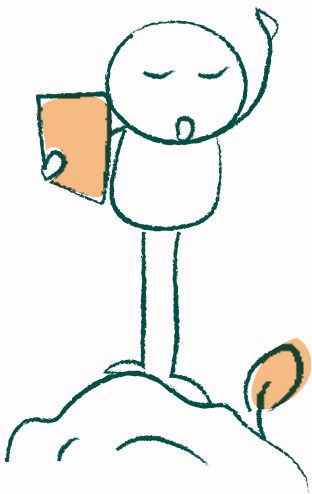
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IS ALL ABOUT
INSPIRING CREATIVITY
AND HOLISTIC
DEVELOPMENT
THROUGH CAREFULLY
PLANNED ACTIVITIES.



THE TIMETABLE WILL
BE AVAILABLE ON THE
WEBSITE FOR YOU TO
ACCESS AT ANY TIME.



MAKE + DO IS SPLIT UP INTO 3 KEY OFFERINGS:
JUNGLE PLAYGROUP, CLASSES & CAMPS.

Jungle playgroup

b_together's "Jungle Playgroup" for 18mts to 5yrs utilises a **consciously-curated curriculum** led by **experienced, preschool-trained educators**, to inspire **holistic learning** and **play** in contemporary indoor and outdoor spaces. If you're interested in **Jungle Playgroup**, please let us know and we can put you in touch with our Head Curator. As for the other 2, here's a bit more info to spark your imagination...

CLASSES

Our **Make+DO classes** are bitesize nuggets of creativity for all ages. **Everyone** in your family can get involved. We want families to come together, learn together and **explore together**. With classes scheduled all year round focusing on different themes each month, find out more about our signature classes on **our website** today! **Book your classes easily through our team via WhatsApp (+65 8121 3726)**. Don't forget, you get 2 x \$45 classes a month included in your subscription...one of those perks!!

class RULES

In the world we live in, mobile phones, iPads and laptops are a necessity, but we do ask you to be respectful while using them. **Devices should not be used** during classes and most importantly,

please **don't take pictures** of other members' children **without permission**. As much as we all love a natter, please avoid chatting to other parents or guardians as this will be distracting for the children and the teacher. Make sure you arrive **before the start** of the class so your mini-humans are ready in plenty of time. Unfortunately, if you are running late, you may not be admitted to the class – but will still be charged.



If your day plans out a little differently or something unexpected comes up (*we definitely get it!*), please cancel your class booking at least **24 hours before** it is scheduled to begin. If you miss this deadline, unfortunately you will still be charged for your class.

"We want to inspire the next generation of creative minds through our curriculum."



CAMPS

For children aged **4-8yrs** and **9yrs-tweens** who are keen to **b_energetic** and **b_inspired**. These are not educational camps, we are a fun and **creative complement** to the standard curriculum. Our camps allow children to take a **break** from **academics** and truly **express themselves**. As a member you will have access to **priority bookings** and **discounted rates** for our camps.

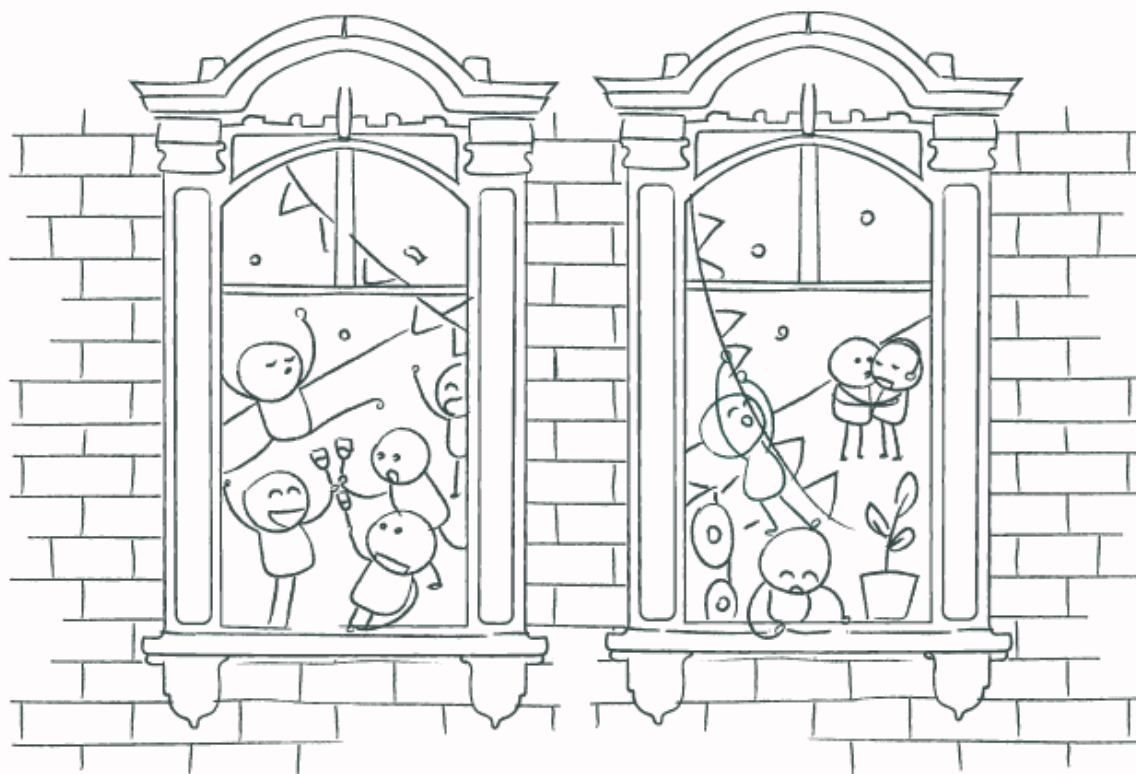


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Celebrate

you can **CELEBRATE WITH US**

This is **your home**, and we look forward to **celebrating** with you. From a **kid's party**, a **birthday milestone** to **anniversaries**, we will make it special for you. We endeavour to **cater** to all **ages and interests**. Our friendly team is here to help create the **perfect event** for you, whatever you have in mind. Please get in contact via **celebrate@b-together.sg** for more information or next time you visit to speak to one of our team.



*6 Our rules



DON'T THINK OF THEM
AS RULES, THINK OF THEM
AS GUIDELINES

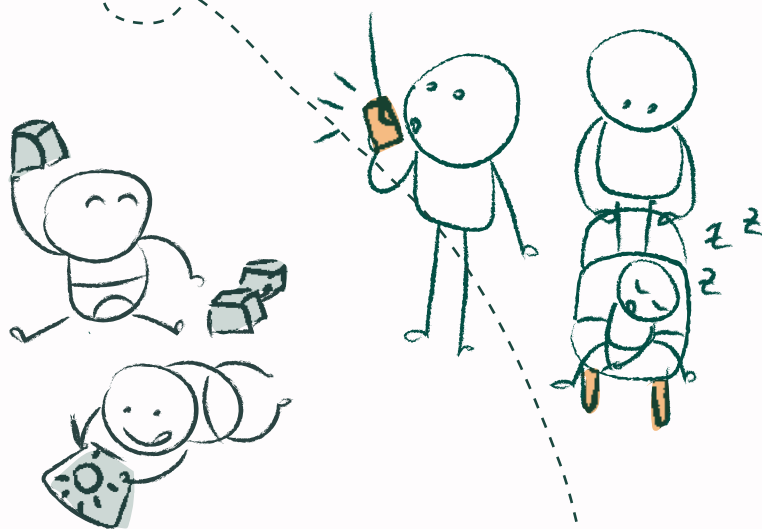
(but they are rules, so b_cool)



1

BUGGY/SCOOTER PARK:

For us to maintain a **safe environment** we need to comply with established fire **safety regulations**, you know, to keep you and your family safe and all. That means all **buggies** must be left in the **buggy park** - this is not the **Silverstone pitlane**. Please do not obscure fire exits and/or **emergency routes**. When parking your buggy please be mindful that space is limited and fold them away. Any items that you leave in the buggy park are left at your own risk. If your **little one is asleep** when you arrive, please ask for a **Moses basket**. Do not wake the baby, repeat, **do not wake the baby**.



PLAYING:

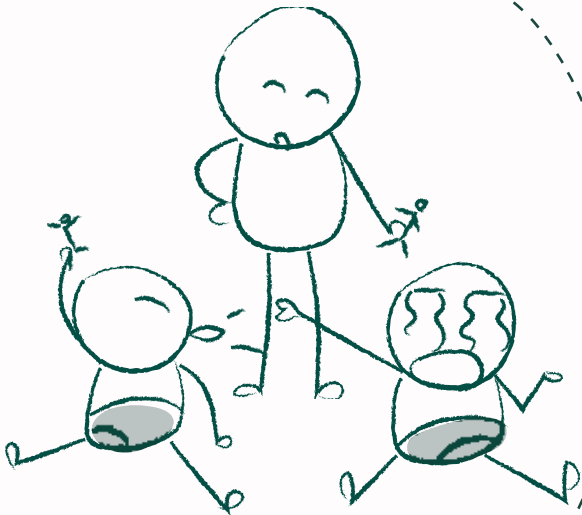
We have a variety of **indoor play areas**, but as with almost all play spaces for **different ages**, they are not **risk-free**. Please ensure your children are always **supervised** while playing. We want them to have lots of fun, but most importantly, we want them to **be safe**. We have a **soft play area**, and this is designed for children up to **5 years old**. Please make sure all shoes are removed before entering the **soft play area**. Slides are awesome, but please ensure your little one uses them to go down and not up. When playing and in the soft play area, **food and drink should not be consumed**. Please always **sanitize hands** before playing.

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CLUB MANNERS:

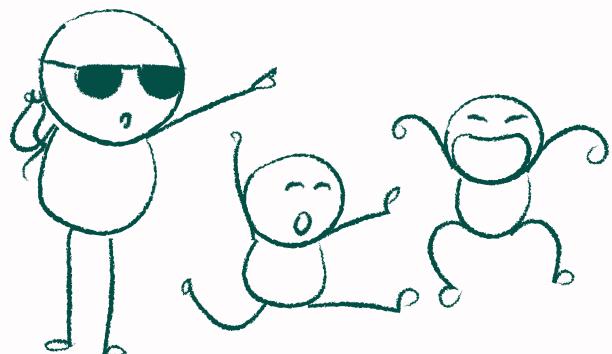
While we are a family **focused club**, we're unable to take responsibility for your **children's behaviour or safety**. Please ensure they are always well supervised and playing safely. If you have any concerns about the way children are playing, please let us know immediately. We know that at **times disagreements occur**, we're only human. Please always **be polite and respectful** to other **members**, their **guests**, and our **staff**. If for any reason you are unable to resolve a disagreement, please let us know so we can assist. Our team works hard to create a **friendly, fun and professional environment** for all members so please always treat them with respect. That way they can continue to do an **amazing job!**

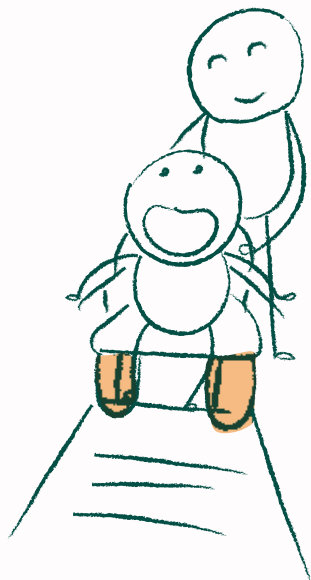


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SAFETY FIRST, NO EXCUSES:

The **safety** of your little ones is the **most important thing** to us, so for starters, please make sure that children are always **accompanied on the stairs**. We have CCTV within the club, which **covers all entrances and exits** – but we only keep the captured footage for a limited time. Finally, we are, of course, **non-smoking** and this **includes vaping devices, e-cigarettes and cigars** so please respect this at all times.





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ADDITIONAL ASSISTANCE:

For **wheelchair access** to the restaurant or outdoor play area, please use the AT feast entrance ramp or reach out to one of our team at the Member's reception desk to assist you in using the wheelchair lift near the Members' main entrance/buggy park.

On arrival at the Member's Club entrance, you and your guests will be greeted by the reception team and admitted in to the club, offering any additional information or assistance needed.



Feedback

**Our aim is to always be brilliant,
but we know that at times we
make mistakes.**

We always **welcome feedback**, suggestions and ideas, and want to hear about any concerns you have so please let us know either in person or by emailing us at **sayhello@b-together.sg**.

Please feel free to tell us about all the good things we are doing too!



Contact Us

EMAIL US

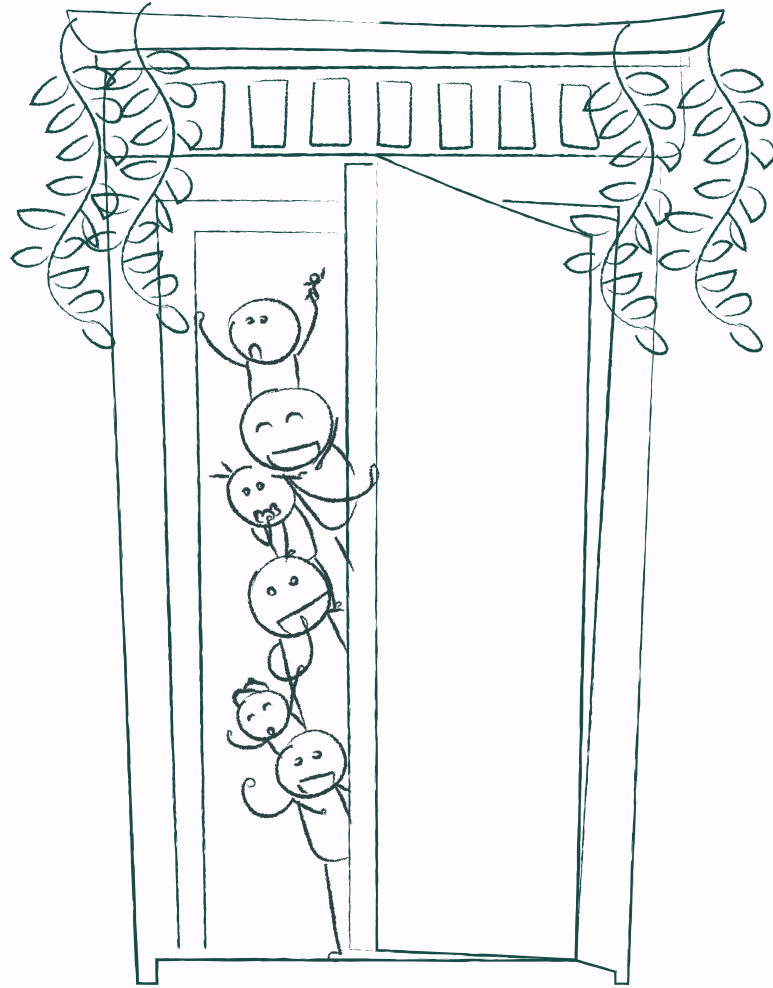
sayhello@b-together.sg

VISIT US

singapore.b-together.com

CALL OR WHATSAPP US

+65 8121 3726



 **b_social**

We would also love to have you as part of our community on our social media channels, so please make sure you link up with us.

Don't forget to tag **@b_togethersg** and **@at_feastsg** – we'd love to see your photos!



b_together



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