



## RIDEAU CLUB HOUSE RULES

### Conduct of Members

1. Be mindful of the Club motto, **Savoir faire, Savoir vivre**. Members must conduct themselves at all times in an exemplary manner that honors the traditions and values of the Club.
2. At all times, members shall abide by the Club's Core Values:
  - **Respect** - We treat others as they expect to be treated. We operate in a spirit of cooperation and accountability.
  - **Integrity** - We do the right thing. We conduct ourselves in accordance with the highest standards of professional behavior and ethics.
  - **Decorum** - We behave in a dignified propriety of conduct, manners, and appearance. We conform to the social practices of a polite and collegial club culture.
  - **Equality** - We believe that diversity will enrich our Club. We recognize the benefits to members of collaboration and exchange among people of different cultures, ethnicities, ages and genders.
  - **Authenticity** - We commit to staying true to who we are, what we do, and who we serve. We take time to listen and understand those involved with our Club, from our members through to employees, peers, and suppliers.
  - **Uniqueness** - We celebrate the ways in which we are different from other Clubs, restaurants and event facilities. We understand that these differences are not only our most sought-after qualities, but also the foundation to the success of our Club.
3. Members are personally responsible for ensuring they respect the law regarding consumption of alcohol, cannabis, and other intoxicants, in particular as it pertains to the operation of motor vehicles. That responsibility is not and cannot be assumed by the Club.
4. Complaints shall be made to the Chief Executive Officer in writing. Suggestions may be made to the Chief Executive Officer or left in the Suggestion Box located in the entrance of the Club.
5. Members shall abide by the House Rules at all times as administered by the Chief Executive Officer or their delegate. Failure to do so may result in disciplinary action up to and including termination of membership.

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## **Dress Code**

1. Members and guests are required to conform to the approved standards of attire at all times. To avoid any possibility of embarrassment, members are urged to ensure their guests (including children) comply with the Club's standards of dress. Disregard for the Dress Code Policy may result in the refusal of admission.

For greater certainty, the following guidelines shall be respected:

### **Formal Dining Room – Business Attire**

Jacket with collared shirt, tailored slacks, and tie; dress with sleeves; jacket with skirt, blouse, tailored trousers or evening pants; or suit. Although a tie is not required, they are always appropriated and encouraged in the formal dining room.

### **All other areas in the Club – Casual Business Attire**

Smart, casual tailored trousers or pants; skirts; collared shirts with sleeves and collarless blouses; dresses (with or without sleeves); and turtleneck sweaters.

### **Club events – Dress attire will be specified**

More formal business attire is always appropriate and encouraged in the Club.

### **EXAMPLE OF ATTIRE NOT PERMITTED ANYWHERE IN THE CLUB**

Faded, torn, or worn casual trouser/pant or any trouser/pant that sits below the natural waistline, cargo pants, t-shirts, shorts, sweatshirts, nylon athletic shoes, casual sandals (ie. flip flops) any apparel with slogans or commercial messages.

***(for further clarity on acceptable and unacceptable attire at the Club, please refer to Dress Code Policy Addendum 'A')***

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## General

1. Children are permitted throughout the Club with the exception of the formal dining room. Children under the age of 18 will be permitted in the formal dining room with prior consent of the Chief Executive Officer or their delegate, and during special family occasions when it is intended to have children present. Children under the age of 18 must be accompanied by an adult at all times while in the Club.
2. Members' and associates' children who are 18 years of age or over and under the age of 25 years may use the Club's premises<sup>1</sup> provided:
  - The Member or Associate has previously submitted written consent including acceptance of fiscal and conduct responsibility as well as adherence to the Club's rules and regulations for each child;
  - Each child may entertain up to three guests at any one time; and
  - Prior reservations for the use of the Club's facilities must be made by the Member or Associate.

<sup>1</sup> *Notwithstanding the above, Members' and Associates' Children are not entitled to reciprocal privileges at other clubs.*

3. Any Member or Associate may entertain individuals or groups at the Club as guests. When entering the Club, guests shall be accompanied or met by the Member or Associate introducing them. Members and associates introducing guests shall be responsible for their guests' conduct and expenses while these guests are on the Club's premises.
4. Personal effects such as hats, coats, umbrellas, and overshoes may be left in the cloakrooms while visiting the Club. Briefcases and valuables may be left in the administration office or at the reception desk. ***The Club accepts no responsibility for loss of any personal effects.***
5. Discreet use of, and reference to, business papers is permitted throughout the Club with the exception of in the formal dining room.
6. Electronic Communications devices (ie. laptops, tablets, cell phones, etc.) may be used discreetly in silent mode throughout the Club with the exception of in the formal dining room. Telephone calls may be placed and received in the telephone booths, in the Pigott Lounge offices, or in private rooms reserved for meetings.
7. Photography by members and their guests is permissible in areas of the Club where electronic communication devices are permitted. To protect the privacy of our members, their guests, and our employees; photographs should not include individuals who have not given their express consent, including Club employees.
8. Publications obtained by the Club and made available to members shall not be altered or defaced in any way, nor removed from the Club.

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9. No member shall publish proprietary information (ie. financial results, membership information, etc.) related to the Club that was shared under the auspice of member privileged information.
10. No member shall date or address from the Club, personal or business communications intended to appear in any newspaper, periodical or other publication; the Club stationery shall not be used for business communications.
11. Neither signature nor subscription shall be solicited for any purpose in the Club except with the prior permission of the Board.
12. Members may not collect bulk Member contact information (e.g. emails, telephone numbers, addresses etc.) for solicitation, commercial, marketing, political use or in a vexatious manner.
13. In accordance with City of Ottawa by-laws, smoking is not permitted anywhere on Club premises. The use of e-cigarettes and “vaping” in the Club is also prohibited.
14. Save for a service animal required to assist a person with a disability, no animal shall be brought into the Club.
15. No ‘games’ shall be played in the Club unless conducted under the authority of the Chief Executive Officer or the Board, and then only as permitted by the Ontario Alcohol and Gaming Commission of Ontario.
16. Photographers, cameramen and media reporters shall not be invited, in that capacity, to the Club premises without authorization of the Chief Executive Officer or the Board.

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## **Club Employees**

1. Club employees are a valued part of the Club. Members must treat employees of the Club courteously at all times. Under no circumstance shall a member personally reprimand a Club employee.
2. Members shall maintain an appropriate professional relationship with employees and Management.
3. Members shall avoid entering into romantic or intimate relationships with any employee of the Club.
4. Members may not invite an employee, who would not normally attend a Club event, to attend as their guest.
5. Members shall not give a personal gratuity to any Club employee. Gratuities at a level determined by the Board will be added to all account charges.
6. Members shall not send a Club employee out of the Club on a message or errand.
7. Members shall respect the decision of any Club employee to refuse service of alcohol. Club employees engaged in the service of alcoholic beverages have received training approved by the Alcohol and Gaming Commission of Ontario and are required to abide by the Club's Policy Statement on Alcohol Service. Any individual who is refused alcoholic beverage service, and who reacts inappropriately to the situation, will be referred to the Board of Directors.
8. Complaints related to staff shall be made to the Chief Executive Officer in writing.

## **Facilities**

1. The Club is open at 7:00 a.m., Monday to Friday inclusive. The Club closes the earlier of mid-night or when the last member leaves. The Club is closed on Saturdays, Sundays, statutory holidays, the last two weeks of July and the first two weeks of August, as well as Monday and Friday's following lunch service through the summer. No Member shall remain in the Club after the time of closing unless permitted by Chief Executive Officer or their designate.
2. The Club may be open at other times for special events or private functions, at the discretion of the Chief Executive Officer.
3. A member may reserve a private room for breakfast, lunch, dinner, reception, meeting, or other purpose. A private room is required when more than eight (8) individuals are dining.

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4. The recommended capacity accommodation for private rooms is as follows:
  - a. The Sir Robert Borden Room: Lunch or Dinner up to a maximum of 10 people; Cocktail receptions up to a maximum of 25 people;
  - b. The Yousuf Karsh Room: Lunch or Dinner up to a maximum of 16 people; Board Meetings up to a maximum of 12 people;
  - c. The Sir Wilfrid Laurier Room: Lunch or Dinner up to a maximum of 30 people; Cocktail receptions up to a maximum of 50 people;
  - d. The Sir John A. Macdonald Room: Lunch or Dinner up to a maximum of 48 people; Cocktail receptions up to a maximum of 70 people;
  - e. The Lester B. Pearson Room: Lunch or Dinner up to a maximum of 60 people; Cocktail receptions up to a maximum of 100 people;
  - f. The Club Room: Lunch or Dinner up to a maximum of 80 people; Cocktail receptions up to a maximum of 150 people;
  - g. The Main Dining Room: Lunch or Dinner up to a maximum of 125 people; Cocktail receptions up to a maximum of 250 people.
5. A member may reserve the Pigott Lounge for evening use.
6. A member may reserve a private meeting room in the Pigott Lounge for up to two hours at a time.
7. The charges for use of rooms and equipment are as determined by the Chief Executive Officer, in consultation with the Board. Taxes are levied in accordance with applicable laws. A list of all charges, deposit requirements, and cancellation fees is available from the Catering and Events Manager.
8. No member is permitted in the kitchen or service areas without the permission of the Chief Executive Officer or their delegate.

## **Services**

1. Hours of Operations:  
Breakfast is served Monday to Friday inclusive from 7:30 a.m. to 9:30 a.m.  
Lunch is served Monday to Friday inclusive from 11:30 a.m. to 2:30 p.m.  
Dinner is served Monday to Friday inclusive from 5:00 p.m. to 9:30 p.m.
2. Reservations are required for the formal dining room and Pigott Lounge. Reservations are not accepted in the Bar. Table assignment in the Bar is on a 'first-come-first-serve' basis.
3. The service, sale, and consumption of alcoholic beverages are governed by applicable laws and conducted in accordance with the regulations of the Alcohol and Gaming Commission of Ontario.
4. Members are not permitted to bring food into the Club except with the prior approval of the Chief Executive Officer. Approval will only be granted in circumstances where the Club is unable to provide the product requested.

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5. Members are not permitted to bring beverages into the Club except with the prior approval of the Chief Executive Officer. Approval will only be granted in circumstances where the Club is unable to provide the product requested and, in the event of alcoholic beverages, when a special event licence is obtained or in accordance with the Club's 'Bring Your Own Wine' Policy.
6. Members shall write out their own chits or request a staff member to do so. Members shall sign their chit when it is presented to them and ensure that their name and membership number are clearly entered in the space provided.
7. The charges for food and beverages are as determined by the Chief Executive Officer, in consultation with the Board. Taxes are levied in accordance with applicable laws. A list of all charges is available from the General Manager.
8. Members who are exempt from paying specific taxes shall write their tax-exempt number on each chit when ordering food or beverages.
9. Upon receipt of the monthly statement of charges, members shall ensure remittance of payment to the Club in accordance with established terms; guests of members may remit payment for food and beverages by Visa or Mastercard when present at the Club. A 2.4% administration fee will be applied to all credit card transactions.
10. Members are responsible for any indebtedness incurred by them and any loss caused by them to Club assets. They are also financially liable for their guests.
11. In accordance with Club cancellation policy, members who have reserved for Club events but do not attend will be charged unless a cancellation is signified to the Chief Executive Officer or their designate at least 72 hours prior to the time of the event.

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## **Reciprocal Privileges**

1. The Club has reciprocal privileges with certain clubs. A listing of reciprocal clubs is available online. Members may also make use of the full network and partner benefits of the IAC reciprocal program.
2. Members wishing to use the facilities of reciprocal clubs are required to request a letter of introduction be sent from the Administration Office to said Club in advance of their planned arrival. Members are advised that they must make themselves familiar with House Rules governing guest privileges at the reciprocal club they are visiting.
3. Accounts with reciprocal clubs shall be settled by the individual member at the time of their visit and in accordance with the regulations of such reciprocal club. Charges incurred at a reciprocal club may not be billed back to the Rideau Club.

## **Communications**

1. Members are responsible for ensuring that their current address is known to the Administration Office. All letters or notices sent or posted to the member's last known address shall be considered as duly delivered.
2. Other than for inclusion in the Club's *List of Members*, personal information about a member, including telephone numbers and electronic mail addresses, shall not be communicated to others without that member's consent. Please see the Club's Privacy Policy for more information on the use of member's personal information.
3. The Club's *List of Members* is for the exclusive use of Club members and shall be used with circumspection. At no time may the list of members be used for a commercial or improper purpose. Under no circumstance shall electronic mail addresses be used for unsolicited communications with groups of members.
4. Any communication directed to any member in care of the Club will be retained until called for, unless instructions for readdressing and forwarding communications have been given by the member to the Chief Executive Officer.

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## **Interpretation and Application**

1. The Rideau Club House Rules are amended and adopted from time to time under the authority of the Board.
2. Where the context permits, the word “member” is extended to include Associates and any guest of such member. A Guest is a person who is introduced to the Club by a member in accordance with Club by-laws. Members are responsible for the conduct of their guests and for ensuring that guests abide by the House Rules at all times.
3. The House Rules are available in the Administration Office and can be found on the Member’s Section of the Club’s website. Any questions regarding the interpretation or application of the House Rules may be directed to the Chief Executive Officer.

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