100 and still counting...

Welcome to a very special 100th Edition of the Lensbury News. This publication has been going strong for over sixty years... the very first publication was issued in October 1947. Back then, the Club was transitioning out of its role as wartime offices for Shell.

Britannic House refers to the joint venture at the time between Shell and BP to merge the recreational facilities for their staff under one banner. The Britannic House was based in Sydenham but many of the associated activities were hosted at Lensbury; this arrangement with BP was phased out in 1962.

Over the decades, the membership of the Club substantially grew and eventually opened its doors to the local community in 1999. A link to the first edition of the Lensbury News is available on our website.

A NEW DUNBAR

We are delighted to announce that the Dunbar Room will now be open seven nights a week from 6.00pm until 10.00pm, serving the Dunbar menu. Additionally, on Sundays, the Dunbar Room will be open from noon to 2.00pm, for the ever popular Sunday lunch, as well as the new evening opening hours. Bookings are encouraged and can be made via the Hotel Reception in person when you are next in the club or by ringing 0208 615 6400.

The new Dunbar Room has been a big addition to the facilities at the Lensbury and has been enjoyed by a number of Members for the Sunday lunches, our Christmas events. The Dunbar is the site of the old Lensbury Ballroom and its 1938 original wood panelling has been brought back to life and highlighted by the new décor.

Evening bookings will be for adults aged 16 and over.

In addition, the Dunbar Room will be launching a new menu on 7th February. Gerald Quadros, our award winning Executive Chef, has designed a menu combining the best of modern and traditional dishes including Orkney ‘diver caught’ scallops, West Country lamb and our special version of the classic Beef Wellington. As well as the core menu, there will be seasonal menus that change fortnightly, allowing the kitchen to deliver meals at an exceptional value and to showcase the diverse skills of Gerald and his team.

The Lensbury has come to be known for its hand crafted desserts, which are a fine way to beat the winter blues. Desserts will feature a variety of items including old favourites like our brownie and fruit crumble or a selection of exquisite new desserts such as a coconut shaped Pina Colada Parfait. We also offer a bespoke menu service, to complement your special occasions, when possible.

Whether you are looking for a relaxed dinner, a business meal or a romantic evening, we aim to make your Dunbar Room experience warm and welcoming. The vision for the new dining area has been developed by Ivor Turner, Hotel General Manager, Gerald Quadros, Executive Head Chef and Martina Frick, Food and Beverage Manager, working with their teams. They look forward to welcoming you to the Dunbar Room in the near future.

Dear Members,

The feedback on the new Playground has been superb and we are so pleased that the children and wider families are enjoying the new facility. There was a fun opening weekend for the Playground where the children received balloons, animal masks (matching the new equipment) and refreshments – a lot of fun was had by all. The new artificial grass and shock padding has provided a great play surface and the addition of this surface at the Lockside entrance and removal of the old landscaping has ‘smartened up’ this area as well.

We have purchased a new Boditrax unit for the Lockside gym. This is a wonderful piece of equipment that measures your body composition, metabolic age and allows you to monitor your progress towards your fitness goals.

The addition of this equipment in December allows us to be ready for the January “time to get fit” rush that the gym always sees at this time of the year.

As it is the quiet season in the hotel, we started our main 2018 project in mid-December 2017 and are knocking together more single bedrooms to improve our bedroom stock by adding more “double doubles” – a very clear favourite of families and friends travelling together. These new rooms have two queen or king size beds in them, as well as small seating areas, and have proved very popular. This work will finish in March and will be the largest of our 2018 projects.

Most of our other 2018 projects will be ‘behind the scenes’ work as we have a number of projects being run by our Facilities team to improve more of our infrastructure. A large focus of our projects will be on improving our carbon footprint, so the Wimbledon building roof will be upgraded, parts of the Lockside plant renewed and continued replacement of old lighting infrastructure to new LED lighting.

The Lockside team will be introducing a new children’s programme in January and news about that will be posted on the website with an e-bulletin announcement, in due course. Please do take time for some brisk winter walks around the grounds. The Grounds and Gardens team worked hard last autumn on their bulb planting programme and we will start seeing the benefits of their planning and effort, as the snowdrops begin to pop their heads above the earth.

This 100th edition of the Lensbury News is a wonderful landmark for us. The News has kept us all up-to-date with happenings at the Lensbury for many years and it is a reminder of the importance of community and continuity. The Lensbury itself will be reaching the 100th anniversary of its founding in December 2019 and our thoughts are beginning to turn to how we mark that historic event.

Best regards,

P.S. The Dunbar Room is now open seven days a week.

The Lensbury News Spring Offers

1. The Lensbury Summer Ball - Friday 29th June 2018

Come and join us for our flagship event of the year with all of the glamour and indulgence that you would expect from an annual Ball.

The perfect occasion to dress up and let your hair down, the evening runs from 19.00 through until 01.00 and features live entertainment, live music, gala buffet, outdoor fireworks display, evening bands and discos. Select the accommodation of your choice with chocolates in the room on arrival, and a full English buffet breakfast the following day. Dress code: Evening wear

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Members</th>
<th>Guests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>£165</td>
<td>£185</td>
</tr>
<tr>
<td>Double</td>
<td>£260</td>
<td>£300</td>
</tr>
<tr>
<td>Executive Queen</td>
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</tr>
<tr>
<td>Executive King</td>
<td>£390</td>
<td>£480</td>
</tr>
</tbody>
</table>

2. The Summer BBQ and Jazz Night - Friday 3rd August 2018

Enjoy a fun and informal summer evening on the banks of the River Thames, with fresh BBQ food followed by an evening of live jazz music.

This popular summer event is a chance to get away from the daily routine and meet new people, whilst enjoying some live entertainment.

Rates include BBQ dinner evening entertainment, overnight accommodation, full English buffet breakfast, parking and site-wide Wi-Fi.

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</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>£120</td>
<td>£140</td>
</tr>
<tr>
<td>Double</td>
<td>£160</td>
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<tr>
<td>Executive Queen</td>
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<td>£260</td>
</tr>
<tr>
<td>Executive King</td>
<td>£260</td>
<td>£310</td>
</tr>
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</table>

3. Hampton Court Flower Show and BBQ - Saturday 7th July 2018

On Saturday 7th July 2018 we are repeating our popular boat journey on the River Thames to and from the Hampton Court Flower Show. A select few to this wonderful event and spend the day enjoying all the Flower Show has to offer, then return down river to The Lensbury for an exclusive BBQ evening - all you have to worry about is booking your place.

Be sure to book early as it is a “sell out” package every year!

4. New Half Board Rate

This year we are pleased to announce our new Half Board rate, with exclusive discounted prices for Members and their guests.

This rate includes a £25 dinner allocation per person each evening to dine in any of our restaurants. Our brand new Dunbar Room provides a more formal experience or, for guests preferring a more relaxed experience, The Lounge offers a great selection of bar meals. Or, for a very relaxed evening, you can always order room service! Rate also includes full English breakfast in the morning.

This rate fluctuates based on occupancy levels, and the quieter the date the better the deal! This rate can be booked online via The Lensbury website, or alternatively by contacting the Hotel Reception team on 020 8614 6444 or emailing accommodation@lensbury.com.

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<tr>
<td>Double</td>
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<td>Executive Queen</td>
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</tr>
<tr>
<td>Executive King</td>
<td>£340</td>
<td>£395</td>
</tr>
</tbody>
</table>

The Lensbury Wedding Showcase

Sunday 18th February 2018 11:00 – 15:00 and Monday 19th February 2018 18:00 – 20:00

Enjoy a glass of fizz and experience our wedding reception rooms set up for a wedding. Meet our wedding co-ordinator and discuss your special day.

Each bride will be given a goody bag, so please visit our website www.lensbury.com to register or call 020 8614 6500
**LENSBURY NEWS**  
Issue 100  
Spring 2018  
3

**New Studio Class Bookings App**

Thank you to all members for your patience and flexibility during the implementation of our new software system over the past couple of months.

A crucial function of the new system is the ability to activate ‘penalties’ for those members who book multiple classes and then do not turn up on a regular basis. This new function is being introduced during the latter half of February.

This new function will mean:

- Members can cancel online up to 60 minutes prior to the start of the class. After this cut off, Members’ Reception or Lockside need to be called to cancel a class.
- Emails will be sent up to 30 minutes prior to the start of the class to inform all members on the waiting list that a space has become available. Places will be given on “a first come, first served basis”.
- The “three strike” rule will be set up so that members will be blocked from booking classes if they book and fail to attend 3 classes over a 14 day period. The penalty affectively means not being able to book in for classes for a 14 day period. This type of “three strike rule” is statistically proven to vastly reduce ‘no shows’ at other sites.
- You should ensure your name is ‘ticked off’ as having attended the class by the relevant teacher. All class teachers will be updated about the procedure and will be fully accountable for maintaining accurate class registers. Please help them by arriving on time and confirming your name prior to the class commencing. The launch of the Legend ‘App’ takes place during February and will also offer a dynamic newsfeed of Club news and notifications. It will be further enhanced over the next few months with a fully integrated bookings application and fewer clicks to book on to a class.

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**EASTER SUNDAY LUNCH**  
Sunday 1st April 2018

Enjoy a traditional three course carvery in the Thames View Suite. 
*Includes an Easter Egg for the children.*

<table>
<thead>
<tr>
<th></th>
<th>Adult &amp; Children 9+</th>
<th>Children under 9</th>
<th>High Chair</th>
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</thead>
<tbody>
<tr>
<td>Ticket Price</td>
<td>£26.50</td>
<td>£15.50</td>
<td>£5.00</td>
</tr>
</tbody>
</table>

Tickets available from Hotel Reception or by calling us on 020 8614 6402.

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**PANCAKE DAY RACES**  
Tuesday 13th February 2018

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**QUIZ NIGHT**  
Friday 16th February 2018

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**QUIZ NIGHT**  
Friday 18th May 2018

A great evening to enjoy with friends and family. A delicious supper followed by a six round quiz. 19:30 start.

- Teams of eight only, we can help you find partners.

<table>
<thead>
<tr>
<th></th>
<th>Members</th>
<th>Guests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ticket Price</td>
<td>£18.00</td>
<td>£22.00</td>
</tr>
</tbody>
</table>

Tickets available from Members’ Reception or by calling us on 020 8614 6420.
Interview with Dave Wells
Guest Services:

1. When did you start working at The Lensbury?

I joined The Lensbury in 1981 and was part of the house maintenance team.

2. What is your most memorable moment(s) over the years?

There are many, but to name a few:

• More recently being in and around all of the teams that stayed with us during the Rugby World Cup.

• The rugby team used to put on a Christmas Pantomime, they had such great fun.

• The teas that were held for all of the sports teams. These were held in the old Ballroom which has recently re-opened as the new Dunbar Room.

3. What industry experience led you to your position at The Lensbury?

I went into the motor trade when I first left school after serving my apprenticeship for a local main car dealer. I stayed there for nine years and then decided to make a change.

4. If you were not working in your current job, what would you be doing?

Child/Youth, work as I did work in a nursery early on in my career.

5. What sports/activities are you most interested in?

Motor Racing in most categories, rugby (spectator) and I cycle to keep fit.

Interview with Margaret Bowley
Members’ Reception:

1. When did you start working at The Lensbury?

I started work back in 1987 as a part-time Housemaid and have had many roles ever since then!

2. What is your most memorable moment(s) over the years?

The historic Summer Balls bring back fond memories of yesteryear. Those type of events are from a different era and have always been a highlight of the members’ event calendar.

3. What accomplishment are you most proud of and why?

I was promoted to supervise the Members’ Reception when the Club opened up to the local community back in 1999. This was the dawn of a new era at the Club. It is nice to still see the members that I signed up all those years ago.

4. If you were not working in your current job, what would you be doing?

I would probably be working for myself in a role of general handyman

5. What sports/activities are you most interested in?

I really enjoy watching rugby, particularly the national team. It’s always nice to have them train at The Lensbury. I was an avid darts player and also enjoy swimming.

6. Give us an example of a typical day in your role?

As a Receptionist, there is a lot of interaction with members and guests. With over seven thousand members, we are always kept busy. There are new questions every day that keep me on my toes!

7. What sports/activities are you most interested in?

I really enjoy watching rugby, particularly the national team. It’s always nice to have them train at The Lensbury. I was an avid darts player and also enjoy swimming.

To commemorate this anniversary issue, we are interviewing three members of staff who between them have been working at The Lensbury for 100 years in 2018!

Lensbury News 100th Edition
Interview with Mark Line
Lockside

1. When did you start working at The Lensbury?
I started work as a 23 year old back in 1987. My first role at the Club was as a Recreation Assistant.

2. What is your most memorable moment(s) over the years?
The multiple sponsored swim sessions I completed for charity during the 1990’s… 200 lengths over two hours in the first year and up to 600 lengths in 6 hours once I had built up my stamina. This was a great feeling and helped to raise money for Children In Need.

3. What accomplishment are you most proud of and why?
I was invited to a special post Olympics Garden Party at Buckingham Palace as a guest of the national dive competitor Lindsey Fraser. It was a fabulous event.

4. If you were not working in your current job, what would you be doing?
I always wanted to be a policeman prior to working in this industry.

5. What attracted you to come and work at the Lensbury?
I heard great things as my cousin worked as a secretary to the General Manager. I applied, got interviewed and could not wait to start!

6. Give us an example of a typical day in your role?
My role as a Senior Lifeguard involves much concentration to ensure all users are safe in the pool. We also check water quality throughout the day with the testing equipment and log the data. I also enjoy interacting with members and get to know quite a few over the years.

7. What sports/activities are you most interested in?
I’ve been swimming from a young age and also enjoy squash. I participate in a league at Surbiton Squash Club near my home.
Tennis and Squash News

As 2017 came to an end we looked back on some of the tennis achievements and success stories here at the club.

We started the year off with our Head Coach, Chris Marlow achieving his Level 5 Master Coach qualification. This is the highest qualification that the LTA offers and there are only a few coaches in the country that have attained this level of certification.

In April, Chris Hirst joined our coaching team as the new ‘Team Tennis Head Professional’. Chris has made a great contribution to the coaching program already. His knowledge in team/performance

players will be of huge benefit to the club. There have already been a few changes to help develop some of our more competitive players.

Over the summer we had the artificial grass courts resurfaced and there has been lots of positive feedback, which is great news. The grass courts were fantastic again this year and are already being primed for play in May.

Peter Craig, the new Grounds and Gardens Manager, has returned to The Lensbury. His wealth of tennis court knowledge will be a fantastic asset to the department.

The coaching program had the highest number of both adults and juniors participating in tennis at the club - a grand total of 1532 players throughout the year.

We also had a number of our juniors participating in internal and external tournaments and matches. One of our juniors, Theo Turton (aged 11 yrs), had a great year winning a number of events including; the ESG Esher (10U), Batchwood Grade 5 (U10), The Lensbury Open Grade 4 (10U), Chiswick Grade 4 (12U), and the ESG Hampton Grade 5 (12U).

Well done to Theo and everyone that competed. We look forward to more success stories throughout 2018.

Please remember to send in your competition pictures and information to tennis.manager@lensbury.com to be put up on the Lensbury Tennis Club Facebook page. This new competition section has been created to showcase our players at the club.

In order to continue the development of tennis at the club this year, we will be re-painting the roadside tennis courts. Further details will be communicated closer to the time. We are also building up for the 2018 summer league matches and we would like to hear from any juniors or adults who would like to be considered to represent the club.

In preparation for the summer matches we are also looking to develop the junior box leagues and match plays. This is to help our young players gain more confidence and experience in playing matches.

The adult box league continues to go from strength to strength (we currently have over 100 competing adults). Please contact the tennis team at tennis.manager@lensbury.com if you are interested in joining.

We have a number of teams currently competing in the winter leagues. Please see below for our current league standings. You can also view the Lensbury Tennis Club Facebook page for more information. Good luck to all that are playing.

<table>
<thead>
<tr>
<th>Team</th>
<th>League Position</th>
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<tbody>
<tr>
<td>Men's 1st</td>
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<tr>
<td>Ladies 1st</td>
<td>5th</td>
</tr>
<tr>
<td>Ladies 2nd</td>
<td>3rd</td>
</tr>
<tr>
<td>Ladies 3rd</td>
<td>1st</td>
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<tr>
<td>Mixed</td>
<td>5th</td>
</tr>
<tr>
<td>Vets 1st</td>
<td>4th</td>
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<tr>
<td>Vets 2nd</td>
<td>2nd</td>
</tr>
<tr>
<td>9U Mixed</td>
<td>1st</td>
</tr>
<tr>
<td>14U Boys</td>
<td>1st</td>
</tr>
</tbody>
</table>

(Team League Position)

MOTHER’S DAY
Sunday 11th March 2018

Treat your mother to a relaxing three course carvery lunch in the Thames View Suite. Includes a special gift for Mothers.

£26.50 Adult & Children 9+
£15.50 Children under 9
£5.00 High Chair

Tickets available from Hotel Reception or by calling us on 020 8614 6400.

EASTER PICTURE HUNT
Friday 30th March 2018

Join us in The Lensbury grounds from 11:00 - 12:00 to hunt for the pictures and get great Easter treats.

FREE Entry - All ages welcome.

Book your free place at Members’ Reception or call us on 020 8614 6420.

Theo Turton

(information correct as of 09/01/18)
Squash witnessed a number of developments in 2017.

We ran the Squash Club Championships in April and May, which saw Matt Wilkinson battle against James Morton in the final to take the title. If you would like to enter the 2018 club championships please make sure you have squash down as an interest on your Lensbury account. You will receive more information about this event along with other squash related information.

We have had both squash courts refurbished and have also welcomed the new squash coach Imran Khan. Imran ran a new Christmas mini-tournament and curry night, which was a great success. His passion for playing and getting more people participating in the sport is fantastic. For 2018 we are offering a “five for six offer” on private squash lessons with Imran.

The Lensbury first team are continuing their winning ways and are currently sitting top of the table with an impressive six wins out of six matches. The second team are climbing up the table and currently sitting in third position (information as of 08/01/18). It looks like there will be some tough matches in the second half of the season and we wish all the best to the players who are competing.

NEW Fitness / Studio sessions for children aged 8 to 13

Do you have a child who is enthusiastic about improving their fitness whilst having heaps of fun? From Monday 29th January we will be introducing an exciting new kids fitness programme.

There will be bookable sessions running throughout the week. The programme will involve a variety of activities such as studio classes in the form of Zumba Kids, Street Dance, Boot Camp and Cardio-Wall Blast. We will also be providing supervised bookable gym sessions*.

A further email update will be sent out to members later this month, along with the usual marketing materials.

* Please note a maximum of four participants per session. Members aged 8 to 13 will be able to make use of the gym during this specifically supervised allocated time.

If you are interested in being involved in squash, whether its group or private lessons, adult club night, box leagues, or team matches please contact our Racquets Manager on scott.woods@lensbury.com or 020 8614 6412 for more information.

Upcoming Tennis Events:
- Mon 12th - Thurs 15th February
  Tennis Holiday Camps (2.5yrs – 12yrs+)
- Sunday 25th March
  Spring Handicap Finals Day
- Thursday 29th March
  Spring Tennis Coaching Term Finishes
- Tues 3rd - Thurs 12th April
  Easter Tennis Holiday Camps
- Monday 16th April
  Summer Tennis Coaching Term Starts

Upcoming Squash Events:
- Saturday 13th January
  Junior Spring Coaching Program Starts
- Monday 12th February
  Squash Half Term Camp
- Sunday 25th March
  Entry Deadline for Squash Club Championships
- Monday 21st May
  Squash Club Championships Finals Day

Fitness/Studio News

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# Members’ Event Calendar

## JANUARY
- **1st**
  - New Years Day

## FEBRUARY
- **12th - 15th**
  - Spring Tennis & Squash Coaching Programme starts

## MARCH
- **1st**
  - St Davids Day

## APRIL
- **1st**
  - Easter Sunday Lunch

## MAY
- **7th**
  - May Bank Holiday

## JUNE
- **12th**
  - Members Meeting with CEO and managers

## JULY
- **2nd**
  - Wimbledon Week Starts

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**MEMBERS’ EVENT CALENDAR**

**JANUARY**
- 1st: New Years Day

**FEBRUARY**
- 12th - 15th: Spring Tennis & Squash Coaching Programme starts

**MARCH**
- 1st: St Davids Day

**APRIL**
- 1st: Easter Sunday Lunch

**MAY**
- 7th: May Bank Holiday

**JUNE**
- 12th: Members Meeting with CEO and managers

**JULY**
- 2nd: Wimbledon Week Starts