

# Privacy Policy — Employee SMS Communications

## River Club DC

**Last Updated:** May 17, 2026

This Privacy Policy describes how River Club DC ("River Club," "we," "us," or "our"), operated by Residents GT LLC, collects, uses, and protects information in connection with our internal SMS communication program for employees. This program is used to collect post-shift feedback and operational input from team members. It is not a consumer-facing marketing program.

### 1. Scope

This Policy applies to information collected from River Club DC employees who participate in our SMS feedback program, which is operated using Twilio Inc. as our SMS service provider. It supplements, but does not replace, any other privacy or employment-related policies that apply to your employment with River Club DC.

### 2. Information We Collect

Through the employee SMS feedback program, we collect:

- **Contact information**, including your mobile phone number and name.
- **Shift identifiers**, such as the date, time, role, and venue associated with your shift.
- **Feedback content**, including the responses, comments, and ratings you submit by SMS.
- **Message metadata**, including timestamps, delivery status, and opt-in/opt-out history.

We do not collect content from your personal communications or messages unrelated to the feedback program.

### 3. How We Use Information

We use information collected through the SMS feedback program to:

- Review and act on operational, service, and workplace feedback from team members.
- Identify recurring issues, training needs, and opportunities to improve venue operations.
- Communicate with you about shift-related matters where relevant.
- Maintain internal records of employee feedback.
- Comply with applicable employment, labor, and recordkeeping laws.

Feedback is reviewed by River Club DC ownership, management, and authorized personnel. We do not use SMS feedback content as the sole basis for disciplinary action without further review.

### 4. How We Share Information

Information collected through the SMS feedback program is for internal use. We share it only as follows:

- **Service providers.** We share information with vendors that operate the program on our behalf, including Twilio Inc. and any feedback platform, analytics, or HR systems we use. These providers may process information only to perform services for us.
- **Affiliated entities.** We may share information with affiliated venues and entities under common ownership where operationally relevant (for example, where staff or management roles are shared).
- **Legal and safety purposes.** We may disclose information when required by law, subpoena, or court order, or when we believe disclosure is necessary to protect our rights, employees, or guests.

We do **not** sell employee data. We do not use employee phone numbers or SMS data for marketing purposes. No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.

## 5. Retention

We retain SMS feedback data for as long as needed to operate the program, support operational review, comply with employment recordkeeping requirements, and resolve disputes. Opt-out records are retained to honor your preference.

## 6. Your Rights

- **Opt out at any time.** Participation is voluntary. You can stop receiving SMS at any time by replying STOP.
- **Access and correction.** You may request access to or correction of your information by contacting management or [farid@residentsdc.com](mailto:farid@residentsdc.com).
- **No retaliation.** River Club DC will not retaliate against any employee for opting out of the SMS program, declining to respond to a feedback prompt, or for the content of feedback submitted in good faith.

## 7. Security

We maintain reasonable administrative, technical, and physical safeguards to protect employee information. No system is completely secure, and we cannot guarantee absolute security.

## 8. Carrier Charges

Standard message and data rates from your wireless carrier may apply to messages you send or receive. River Club DC is not responsible for those carrier charges and does not currently reimburse them.

## 9. Changes

We may update this Policy from time to time. When we do, we will update the "Last Updated" date above and notify employees through normal communication channels.

## 10. Contact

Questions about this Policy or how your information is handled can be directed to:

**River Club DC**

Residents GT LLC

1317 Connecticut Ave NW, Washington, DC 20036

Email: [farid@residentsdc.com](mailto:farid@residentsdc.com)

Phone: +1 (202) 961-3777

# Website Terms of Service

## River Club DC

**Last Updated:** May 17, 2026

These Website Terms of Service ("Terms") govern your access to and use of the River Club DC website located at riverclubdc.com and any subdomains (the "Site"), operated by Residents GT LLC d/b/a River Club DC ("River Club," "we," "us," or "our"). By accessing or using the Site, you agree to be bound by these Terms and our Privacy Policy. If you do not agree, do not use the Site.

### 1. Eligibility

You must be at least 13 years of age to use the Site. Certain features of the Site relate to alcoholic beverages or alcohol-served events; you must be at least 21 years of age to access alcohol-related content, place reservations involving alcoholic service, or attend events at River Club DC. By using the Site, you represent that you meet the applicable age requirement.

### 2. Use of the Site

We grant you a limited, non-exclusive, non-transferable, revocable license to access and use the Site for your personal, non-commercial use, subject to these Terms. You agree not to:

- Use the Site in any way that violates any applicable federal, state, local, or international law or regulation;
- Use the Site to transmit any harmful code, malware, or other malicious content;
- Attempt to gain unauthorized access to, interfere with, damage, or disrupt the Site, its servers, or related systems;
- Use any automated means (bots, scrapers, crawlers, etc.) to access the Site without our prior written consent;
- Reverse-engineer or attempt to extract source code from the Site;
- Use the Site to impersonate any person or misrepresent your affiliation with River Club DC.

### 3. Intellectual Property

All content on the Site — including text, logos, graphics, photographs, menus, recipes, design elements, and trademarks — is owned by Residents GT LLC, our affiliates, or our licensors and is protected by U.S. and international intellectual property laws. "River Club," "River Club DC," and associated logos are trademarks of Residents GT LLC. You may not copy, reproduce, distribute, modify, create derivative works of, or publicly display any content from the Site without our prior written permission, except for personal, non-commercial use such as viewing menus or sharing a link to a page.

### 4. User-Submitted Content

If the Site allows you to submit content — including reviews, comments, feedback, photos, or messages — you represent and warrant that:

- You own the content or have all necessary rights to submit it;

- Your content does not infringe any third party's rights, including intellectual property, privacy, or publicity rights;
- Your content is not unlawful, defamatory, harassing, obscene, hateful, or otherwise objectionable.

By submitting content, you grant River Club DC a worldwide, non-exclusive, royalty-free, perpetual, irrevocable, sublicensable license to use, reproduce, modify, display, and distribute that content in connection with the Site and our business, including for marketing purposes. We reserve the right to remove any user content at our sole discretion.

## **5. Reservations and Bookings**

Reservations made through the Site are subject to availability and to the additional terms presented at the time of booking, including any cancellation or no-show policies. Reservations may be facilitated by third-party services (such as SevenRooms or Resy). Your use of those services is governed by their own terms and privacy policies. River Club DC reserves the right to cancel, reschedule, or decline reservations at our discretion, including for capacity, safety, weather, or operational reasons.

## **6. Events, Promotions, and Tickets**

From time to time we may offer ticketed events, promotions, or special programming. Tickets and promotions are subject to the additional terms presented at the time of purchase or registration, including event-specific rules, age restrictions, capacity limits, and refund or transfer policies. Unless otherwise stated, all ticket sales are final and non-refundable. We reserve the right to cancel or modify any event for any reason; in the event of a full cancellation, ticket holders will be offered a refund or rebooking option.

## **7. Gift Cards**

[DELETE THIS SECTION IF THE SITE DOES NOT SELL GIFT CARDS] Gift cards purchased through the Site are redeemable for goods and services at River Club DC, subject to the terms printed on the gift card or presented at the time of purchase. Gift cards are not refundable for cash except where required by law, may not be replaced if lost or stolen, and may not be resold.

## **8. Online Purchases**

[DELETE THIS SECTION IF THE SITE DOES NOT PROCESS PAYMENTS] If you purchase any goods or services through the Site, you agree to provide accurate, current, and complete payment information. All prices are listed in U.S. dollars and are subject to applicable taxes and fees. We reserve the right to refuse or cancel any order, including for suspected fraud, pricing errors, or unavailability of the item. Payment processing is handled by third-party providers, whose terms and privacy practices apply to that processing.

## **9. Email and SMS Communications**

If you sign up for our email newsletter, SMS program, or other communications, your participation is governed by the terms presented at sign-up, the Privacy Policy, and where applicable the Employee SMS Communications Policy (for employees) or any consumer SMS terms posted on the Site. You may unsubscribe from email at any time using the link in the email, or from SMS by replying STOP.

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

The Site may contain links to third-party websites, services, or content (including reservation platforms, social media, mapping services, and payment processors). We do not control and are not responsible for the content, accuracy, policies, or practices of any third-party site or service. Your interactions with third parties are at your own risk and subject to the applicable third party's terms.

## **11. Menus, Pricing, and Availability**

Menus, prices, hours, and event details are provided for informational purposes and are subject to change without notice. We make reasonable efforts to keep information accurate but do not warrant that any menu item, price, or availability listed on the Site will match what is offered in the venue at any given time. Allergen and dietary information provided on the Site is for general guidance; please speak with a manager about any food allergies or dietary restrictions before ordering.

## **12. Disclaimer of Warranties**

The Site is provided on an "as is" and "as available" basis. To the fullest extent permitted by law, River Club DC and its affiliates disclaim all warranties, express or implied, including any warranty of merchantability, fitness for a particular purpose, non-infringement, accuracy, and uninterrupted or error-free operation. We do not warrant that the Site will be secure, free of viruses or other harmful components, or that any defects will be corrected.

## **13. Limitation of Liability**

To the fullest extent permitted by law, in no event will River Club DC, Residents GT LLC, their affiliates, or their respective owners, officers, employees, or agents be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages — including lost profits, lost data, or loss of goodwill — arising out of or relating to your use of the Site, even if we have been advised of the possibility of such damages. Our total aggregate liability arising out of or relating to these Terms or the Site will not exceed the greater of (a) the amount you paid to River Club DC in the twelve (12) months before the event giving rise to liability, or (b) one hundred U.S. dollars (\$100). Some jurisdictions do not allow certain limitations of liability, so portions of this Section may not apply to you.

## **14. Indemnification**

You agree to defend, indemnify, and hold harmless River Club DC, Residents GT LLC, their affiliates, and their respective owners, officers, employees, and agents from and against any claims, damages, liabilities, costs, and expenses (including reasonable attorneys' fees) arising out of or related to: (a) your use of the Site; (b) your violation of these Terms; (c) your violation of any third-party right; or (d) any content you submit through the Site.

## **15. Termination**

We may suspend or terminate your access to the Site at any time, without notice, for any reason, including if we believe you have violated these Terms. Upon termination, your right to use the Site immediately ends. Sections that by their nature should survive termination (including intellectual property, disclaimers, limitation of liability, indemnification, and governing law) will survive.

## **16. Governing Law and Dispute Resolution**

These Terms are governed by the laws of the District of Columbia, without regard to its conflict-of-law principles. Any dispute arising out of or relating to these Terms or the Site that is not resolved informally shall be brought exclusively in the state or federal courts located in the District of Columbia, and you consent to the personal jurisdiction of those courts. You and River Club DC each waive any right to a jury trial in any proceeding arising out of or related to these Terms, to the extent permitted by law.

## **17. Modifications to These Terms**

We may update these Terms from time to time. When we do, we will revise the "Last Updated" date above. If we make material changes, we will provide reasonable notice through the Site or by other means. Your continued use of the Site after the changes take effect constitutes acceptance of the updated Terms.

## **18. Severability**

If any provision of these Terms is held to be invalid, illegal, or unenforceable, the remaining provisions will continue in full force and effect, and the invalid provision will be modified to the minimum extent necessary to make it enforceable while preserving its intent.

## **19. Entire Agreement**

These Terms, together with the Privacy Policy and any other policies or terms referenced or presented at the time of a specific transaction (such as reservation terms, event terms, or SMS terms), constitute the entire agreement between you and River Club DC regarding your use of the Site and supersede any prior agreements on that subject.

## **20. Contact**

### **River Club DC**

Residents GT LLC

1317 Connecticut Ave NW, Washington, DC 20036

Email: [farid@residentsdc.com](mailto:farid@residentsdc.com)

Phone: +1 (202) 961-3777