

SERVICE NETWORK (N.E.) LIMITED

TERMS AND CONDITIONS

TERMS AND CONDITIONS OF MEMBERSHIP

These terms and conditions shall govern your membership agreement with Service Network (N.E.) Ltd - hereinafter referred to as "Service Network". By submitting your application you agree to abide by these terms and conditions. Service Network reserves the right to amend these Terms and Conditions from time to time and will notify members of such changes by way of the Service Network website.

1. APPLYING FOR MEMBERSHIP

- 1.1 All individuals/companies/organisations applying for membership will be placed in the Register of Members of the Company. Applications can be made by telephone or mail or via our website: <http://www.service-network.co.uk>
- 1.2 As a member of the Company, you agree to comply with the terms of Service Network's Memorandum and Articles of Association and such rules or by-laws of Service Network which from time to time may apply.
- 1.3 Every member of the Company undertakes to pay the sum of £1 towards Service Network's assets if Service Network should be wound up whilst you are a member.
- 1.4 All individuals/companies/organisations applying for membership of Service Network must be engaged in the offer of services in the service sector.
- 1.5 Membership is effective upon receipt of payment of the membership fee and acceptance of the application by Service Network.
- 1.6 The Board of Service Network reserves the right to reject a membership application for any reason it deems appropriate. In the event a membership application is rejected the applicant shall have the right to appeal to the Board in writing and the Board undertakes to respond in writing to such an appeal within seven days of receipt of a letter of appeal.
- 1.7 Applicants must use best endeavours to ensure that all information provided is, to the best of their knowledge, complete and accurate at the date of application. Where false or misleading information is provided, Service Network reserves the right to terminate membership immediately without refund.

2. **MEMBERSHIP CONDITIONS**

An individual/company/organisation becoming a member of Service Network agrees to undertake to operate in accordance with the following requirements:-

- 2.1 If a member wishes to promote its services through its membership of Service Network it shall only do so after receiving express written permission from the Senior Management Team of Service Network. In the event a member is refused permission they may appeal to the Board and the Board undertakes to respond in writing within seven days of such an appeal.
- 2.2 Service Network recognises that networking events are to promote the ethos of collaborative working and to promote building networks within its membership. The Senior Management Team and the Board of Service Network reserves the right to ask a member to leave a networking event if the member, in the opinion of the Senior Management Team or the Board is behaving in an inappropriate way.
- 2.3 Members who register for a Service Network event and do not attend, will be liable for a cancellation fee. The member shall pay the full fee associated with the event if the member fails to give written notice of non-attendance at the event 48 hours prior to the commencement of the event.
- 2.4 Upon request, members will complete audit questionnaires and self-assessments (including an assessment of gross profit from membership) to assist Service Network and its funder(s) in its performance measurement. All members are required to complete eligibility and monitoring forms (as appropriate and including State Aid data) which ensure Service Network's compliance with public funding rules. During the course of the membership a member may also be required to provide additional information that will help support Service Network.

3. **CESSATION OF MEMBERSHIP**

- 3.1 Any member who is found to have ceased to meet the membership criteria, or who after a fair hearing is found to have prejudiced the well-being or reputation of Service Network, may be suspended or expelled.
- 3.2 Following completion of the first year of membership, Service Network requires three month's written notice of the cessation of membership. If the member serves notice to cancel membership part way through a full year's membership, Service Network will repay a proportion of any membership fees which have been paid in advance subject to clause 3.4 below.
- 3.3 In the event a member cancels membership of Service Network they shall be liable to pay a cancellation fee of £25 to cover the administrative costs of Service Network. In the event a member wishes to suspend its membership for a period of 12 months it may do so by applying in writing to Service Network. Service Network at its sole discretion may allow a member to suspend its membership on payment of a £40 fee.
- 3.4 Upon ceasing to be a member, the member agrees that its details will be removed from the Register of Members immediately.
- 3.5 Where an individual/company/organisation ceases to be a member, it must remove all references to Service Network from its stationery / promotional material / website within one month. After this date, use of the logo will be deemed an infringement of Service Network's Intellectual Property Rights.

4. **ANNUAL SUBSCRIPTION AND PAYMENT**

- 4.1 Membership fees are payable within 30 days of invoice.
- 4.2 The subscription rates which should be paid in full are detailed on Service Network's website: www.service-network.co.uk/membershipfees
- 4.3 Members may pay by way of:-
 - 4.3.1 BACS – please contact Service Network for account details; or
 - 4.3.2 Cheque - payable to Service Network (N.E.) Ltd within 30 days.

5. **SERVICE NETWORK AND MEMBER DETAILS**

5.1 Service Network details:-
Service Network (N.E.) Limited
Portman House
Portland Road
Newcastle upon Tyne
NE2 1AQ

Telephone: 0191 244 4031
Fax: 0191 244 4001
Website: www.service-network.co.uk

Contact Name Sarah Belton
E-mail: talk@service-network.co.uk

6. The Membership agreement will be governed by the law of England and Wales and the courts of England and Wales have exclusive jurisdiction to settle any disputes which may arise out of or in connection with the membership agreement.