

Harrow Carers Membership Terms & Conditions

Thank you for joining Harrow Carers. The following are our Terms and Conditions of Membership and you should read them carefully as they set out your rights and obligations as a Member of Harrow Carers (a “Member” or “You” in what follows). These Terms and Conditions are based on our charitable rules.

Background:

Harrow Carers is a registered charity, number 1062149 of 376-378 Pinner Road, North Harrow Middlesex HA2 6DZ and will be referred to as “Harrow Carers” or “We” in these Terms and Conditions.

Your details:

1. All applications for Membership shall be treated as if the terms of the Consumer Protection (Distance Selling) Regulations 2000 and EC Directive 97/7/EC are applied for the purposes of cancellation. Accordingly, any cancellations in respect of these must be made within seven working days of the application being made. Cancellation must be sent by email to: **membership@harrowcarers.org.uk** or by post to:

Harrow Carers
376-378 Pinner Road,
North Harrow
Middlesex HA2 6DZ

marked for the attention of the ‘**Membership Team**’, or telephone – **020 8868 5224**.

2. You are responsible for informing us of changes to your personal details.
3. All Members agree that email addresses and other personal details provided to Harrow Carers may be used for administrative purposes and to fulfil your Membership. As part of your Membership, we may also send you information about our products and services where we feel these would be of interest to you. We may contact you by post, telephone and/or email.
4. Of course, you can opt-out of these at any time, although they form part of your Membership benefits. If you wish to opt-out of Harrow Carers’ Membership communications by any of the above channels please inform us in writing at:

Harrow Carers,
376-378 Pinner Road,
North Harrow
Middlesex HA2 6DZ

marked for the attention of the ‘**Membership Team**’ or email: **membership@harrowcarers.org**

5. Harrow Carers takes great care of your personal information. If you’d like to see full details of how we process your information, see our Privacy Policy at /legal-info.

Subscription fees and payment:

6. All Members shall pay an annual Membership fee as set out below:
 - £10 per month
 - OR
 - £100 per annum if paid in advance in one payment
7. The first year of membership shall operate for 12 months from the time at which we process your payment.
8. Payment by Direct Debit: When each Membership period comes to an end, a renewal notice will be issued and Membership will be provisionally renewed for a further 12 months to ensure continuity of service. If renewal is not required you must inform Harrow Carers at the earliest reasonable opportunity and at least 60 days before the end of your Membership period.

9. Membership may be terminated at the discretion of Harrow Carers if a Member is considered to be in breach of these Terms and Conditions, or such removal is sanctioned by a resolution of Harrow Carers' Management Committee, provided that in such circumstances, the Member has had a reasonable opportunity to explain to the Management Committee why he or she should not be removed.
10. Subject to any statutory right to cancel, all Membership fees are non-refundable once payment has been received. If your Membership is terminated by Harrow Carers in accordance with Clause 9 above, we will refund the amount pro-rata to the unused period of the Membership fee paid.

Membership package:

11. As a Member of Harrow Carers you are entitled to:
 - Membership card
 - Benefits and Welfare Advice
 - Wellbeing & Training workshops
 - Complementary Therapies incl. counselling*
 - Monthly Outings
 - Creative groups e.g. arts and craft
 - Membership newsletter approximately every two months
 - Invitation to the Annual General Meeting
 - Drop-ins and coffee mornings
 - Talks from experts on their respective fields

*assessments will be carried out and referrals made accordingly

Harrow Carers reserves the right to vary, amend or withdraw these services at our discretion.

12. Copies of all publications, communications and other materials will be provided to you by post and/or email.

Harrow Carers publications materials:

13. Unless stated otherwise, all publications and materials supplied to Members are the copyright of Harrow Carers. Members may not reproduce, transmit, distribute, sell or commercially exploit these materials without the prior written consent of Harrow Carers or beyond what is expressly permitted by law.
14. All information provided by Harrow Carers to Members is on an "as is basis". Whilst we make all reasonable efforts to ensure the accuracy and relevance of all such information we cannot guarantee the completeness, quality or non-infringement of third parties' rights in relation to these materials.

Application:

15. Harrow Carers may, at its absolute discretion, refuse the application of an individual to become a Member without having to give any reason for its decision. An applicant whose Membership application is refused has the right to appeal to the Chair of Harrow Carers' Management Committee and the Chair will re-consider the application in light of any further information provided by the applicant before reaching a final decision as to whether or not the individual should be admitted as a Member.

Liability:

16. Subject to paragraph 22, in no event shall Harrow Carers be liable to Members or to any other third party for any loss of profit or any special, incidental or consequential damages (however arising, including negligence) arising out of, or in connection with services, benefits and/or products supplied by Harrow Carers. This does not affect your statutory rights.
17. Subject to paragraph 22, liability under all circumstances shall be limited to the annual Membership fee paid by the individual concerned.

General:

18. The rights of a Member are personal and cannot be transferred or assigned.
19. Membership rights shall cease on a Member's death or an individual ceasing to be a Member.
20. These Terms and Conditions shall be governed by and interpreted in accordance with English law and any dispute shall be subject to the exclusive jurisdiction of the English Courts.
21. All members are bound by the Memorandum and Articles of Association of Harrow Carers. A copy of these is available from the Charity Commission. In the event of any conflict between these Terms and Conditions and the Memorandum and Articles of Association, these Terms and Conditions shall take precedence.