

## Crohn's & Colitis UK Membership Terms and Conditions

### Introduction

Thank you for becoming a member of Crohn's & Colitis UK. By uniting the strength and passion of all our members we want to achieve a better quality of life for everyone affected by Crohn's and Colitis.

By signing up for membership with Crohn's & Colitis UK you accept the following terms and conditions of use:

### General

1. Memberships are non-transferable and are for a minimum of 12 months.
2. Members accept that the collection and processing of a range of personal data is necessary. Further details can be found in our **Privacy Notice** and **Data Protection Policy** (available on our website and on request).
3. It is the Member's responsibility to inform us of any changes to details, particularly contact information, communication preferences and Gift Aid status.
4. Crohn's & Colitis UK reserves the right to remove, alter or add membership benefits during your membership term.
5. To cancel your membership, please contact the membership team directly with at least seven days' notice from the date you wish to cancel your subscription.
6. Crohn's and Colitis UK reserves the right to increase membership fees with advance notification.
7. As a member of Crohn's and Colitis UK you carry rights and responsibilities under Company and Charity law, for example:
  - major changes to the organisation must be agreed by a membership vote;
  - members have the right to call a general meeting with the Trustees if more than 100 wish to
  - members are expected to exercise their rights in the interests of the charity;
  - membership can be rejected or terminated; and
  - if the charity becomes insolvent members are liable for up to £1 each to pay creditors.

If you would like to know more about this, please let us know and we will send a copy of our Articles of Association.

### Subscription and Payment

8. We regard applications for membership as if under the Distance Selling Regulations for the purposes of cancellation.<sup>1</sup> Any requests for a full cancellation and refund must be made within seven working days from the day after the subscription began. After this cancellation period, all membership fees are non-refundable once payment has been received. Any request for refund must be submitted in writing and must then be reviewed and authorised by Crohn's & Colitis UK Trustees. In exceptional circumstances the membership team may consider offering a refund outside the above conditions, in some cases this may be a part refund to cover our administrative costs and bank processing fees.
9. Please note that under the Charities Act 2011 (Section 65), we are not permitted to refund any additional donation payment.
10. Our Direct Debit subscription is offered at a discounted rate. This is to reflect the reduction in our administration costs, meaning we can spend more money on research and supporting those affected by Crohn's and Colitis. If you do not wish to pay by Direct Debit, then the full membership fee is required.
11. If you are paying for your membership by monthly Direct Debit, you are committing to make a minimum of 12 monthly consecutive payments. Payments will continue until you cancel your Direct Debit with your

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<sup>1</sup> Consumer Protection (Distance Selling) Regulations 2000 and EC Directive 97/7/EC.

Bank or Building Society. If the full amount for the year has not been taken, the remainder will be outstanding and alternative payment will be required.

12. In line with the Direct Debit agreement, if any money is taken in error via Direct Debit, this needs to be refunded by your Bank or Building Society. Please contact your them directly if you think this is the case.
13. If you wish to cancel your Direct Debit, please cancel this with your Bank or Building Society and let us know. For more information on Direct Debits please see [www.directdebit.co.uk](http://www.directdebit.co.uk).

## Membership Benefits and Categories

Once signed up for membership, members will receive:

- ✓ Can't Wait Card
- ✓ Connect Magazine
- ✓ Local Network information
- ✓ Information on related products and services
- ✓ Membership communications
- ❖ **Special Offer Benefit:** we are currently able to offer New Members a Radar key as part of their New Member Welcome Pack. To be eligible for this offer the member needs to be a patient with Crohn's Disease or Ulcerative Colitis and must tick the box during the sign-up process to apply for the key. We only have stock for one key per member, we cannot replace lost keys.

**Please note:** if you wish to opt out of receiving membership emails, Local Network updates, or Connect Magazine, please just let us know. Any communications directly regarding your subscription or payment will continue to be sent

## Membership Categories

**Standard:** For anyone over the age of 16

**Young Adult:** For patients between the ages of 16 and 18

**Student:** For patients in full-time education

**Parent & Child:** For parents of a child with IBD where the child is under 16

**Overseas:** For anyone living outside the UK

**Family Membership:** For up to 4 family members living at the same address

**Concessionary:** For those members who are claiming low income benefits or are unable to work due to their condition, we can offer a reduced price.

## For further information contact us:

**Email:** [membership@crohnsandcolitis.org.uk](mailto:membership@crohnsandcolitis.org.uk)

**Tel:** 01727 734465

**Post:** Membership Team, 1 Bishops Square, Hatfield, AL10 9NE.

## Or visit:

**Membership:** [www.crohnsandcolitis.org.uk/membership](http://www.crohnsandcolitis.org.uk/membership)

**Radar Keys:** [www.crohnsandcolitis.org.uk/radarkey](http://www.crohnsandcolitis.org.uk/radarkey)

**Can't Wait Card:** [www.crohnsandcolitis.org.uk/cantwaitcard](http://www.crohnsandcolitis.org.uk/cantwaitcard)

**General Policies:** [www.crohnsandcolitis.org.uk/about-us](http://www.crohnsandcolitis.org.uk/about-us)