



The Suffolk Coast DMO Membership Terms and Conditions

By joining The Suffolk Coast DMO as a member you agree to abide by the following terms and conditions:

1. The Suffolk Coast DMO expects all members to maintain the highest standards of service and professionalism and to enhance the reputation of the Suffolk Coast as a tourist destination.
2. Members should maintain and operate their premises and/or business in accordance with all relevant statutory requirements.
3. * See note below regarding Free Membership Offer in light of Covid-19 situation.
All members must pay an annual subscription and additional listing fees, advertising rates as determined by The Suffolk Coast DMO. 2020/21 fees are £110 annual membership; £35 per additional listing; [advertising rates click here](#). All prices are subject to VAT.
4. Members can choose to pay online or to request an invoice. Online payment is facilitated through 'Stripe' ensuring all transactions are secure.
 - 4.1 By paying for your membership subscription online, The Suffolk Coast Ltd will set up a recurring payment (or "continuous payment authority") with your debit or credit card details and take payment for your annual membership subscription in 12 months' time, from the date of the payment transaction.
 - 4.2 You will receive an email notification of the next payment due to be taken a month before your membership subscription renewal date.
 - 4.3 Once you have made payment online, if you wish to cancel the continuous payment authority, simply email annie@thesuffolkcoast.co.uk and an email confirmation will be sent to you once this has been done.
 - 4.4 If, for any reason, your card is replaced or expires, you should contact annie@thesuffolkcoast.co.uk to provide your new details to ensure that your payment and membership continues.
5. Members are required to give three months' notice in writing to terminate their membership.
6. The minimum period of membership is 12 months. Membership is not transferable. Membership will automatically renew each year for payments made online, unless advised in writing (including email communication) within 1 month of the renewal date.
7. Upon cessation of membership no part of any subscription paid shall be repayable to the former member.
8. The Suffolk Coast DMO may choose to terminate the membership of any member that:
 - Fails to pay their subscription or fee to The Suffolk Coast within one month of it becoming due; ceases trading or is dissolved; is deemed likely to bring The Suffolk Coast DMO into disrepute; fails to provide an adequate standard of service, thereby generating complaints that are to the detriment of Suffolk's hospitality industry.

The Suffolk Coast Limited – www.thesuffolkcoast.co.uk

Registered office: Sapphire House, Cristal Business Centre, Ipswich, Suffolk, IP1 4JJ
Correspondence Address: 25 Oak Hill, Hollesley, Woodbridge, Suffolk, IP12 3JY
Company Reg. in England No. 07931321 VAT NUMBER 161 0892 20



9. The Suffolk Coast DMO is not obliged to accept any application for membership or give any reason for refusal.
10. Members are provided with the services laid out by The Suffolk Coast DMO in the description of [membership benefits](#).
11. All information about member businesses supplied to The Suffolk Coast DMO is true and accurate and if published will not constitute an offence under the Trade Descriptions Act 1968 or the Consumer Protection Act 1987.
12. All information about businesses supplied to The Suffolk Coast DMO can be used for the purposes of communicating with DMO members. No details will be given to third parties unless for the benefit of the member to publicise their business or for market research purposes e.g. Marketing or PR agencies, journalists, tourism research agencies and other DMO members to enable business to business networking.
13. All imagery and video supplied to The Suffolk Coast DMO must be owned by the member, with full copyright permission for it to be used on The Suffolk Coast's website and in any marketing activity The Suffolk Coast DMO undertakes to promote the destination.

*** Free membership offer:**

In light of the Covid-19 crisis, The Suffolk Coast DMO is offering all existing members 4 months' of free membership.

- If you are an existing member whose renewal is due to take place automatically through your online subscription, please note that no payment will be collected for four months from the date of your renewal.
- If you have recently joined the organisation before March 2020, four months of free membership will be added to your existing annual membership, extending it to 16 months in total.
- If you are a new member free membership is offered up to 1st August 2020. We will communicate with you shortly before the offer period is due to end to ask if you want to continue with paid membership, at which point we will invoice you for annual membership.

For more information or assistance please contact annie@thesuffolkcoast.co.uk

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