



## The Suffolk Coast DMO Membership Terms and Conditions – October 2021

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. If you are a new member and joined between 1<sup>st</sup> July and 1<sup>st</sup> October 2021, we will apply a 3-month free trial to your membership. We will contact you one month before your trial runs out to offer you annual paid membership - 2021/22 fees are £110 annual membership; £35 per additional listing. All prices are subject to VAT.  
You will be entitled to full membership benefits during the trial period including a website listing page, inclusion in website and social media content where appropriate, access to the 'What's On' event listing form and special offers section.
4. 2021/22 fees are £110 annual membership; £35 per additional listing; [advertising rates click here](#). All prices are subject to VAT.
5. Members renewing can choose to pay online or to request an invoice. Online payment is facilitated through 'Stripe' ensuring all transactions are secure.
  - 5.1 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.
  - 5.2 You will receive an email notification of the next payment due to be taken a month before your membership subscription renewal date.
  - 5.3 Once you have made payment online, if you wish to cancel the continuous payment authority, simply email [annie@thesuffolkcoast.co.uk](mailto:annie@thesuffolkcoast.co.uk) and an email confirmation will be sent to you once this has been done.
  - 5.4 If, for any reason, your card is replaced or expires, you should contact [annie@thesuffolkcoast.co.uk](mailto:annie@thesuffolkcoast.co.uk) to provide your new details to ensure that your payment and membership continues.
6. Members are required to give three months' notice in writing to terminate their membership.
7. 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.
8. Upon cessation of membership no part of any subscription paid shall be repayable to the former member.

### **The Suffolk Coast Limited – [www.thesuffolkcoast.co.uk](http://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 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.
10. The Suffolk Coast DMO is not obliged to accept any application for membership or give any reason for refusal.
11. Members are provided with the services laid out by The Suffolk Coast DMO in the description of [membership benefits](#).
12. 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.
13. 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.
14. 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.

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