

www.cipfanetworks.net - Terms and Conditions of Subscription 2010-11

1. **SERVICE PROVISION.** The Service will be provided by CIPFA Business Services Ltd
2. **SUBSCRIPTION** Information regarding the general subscription administration can be found in the 'CIPFA Networks Guidance Notes' (see overleaf).
3. **EXCLUSIONS.** The subscription does not include: a) Implementation of advice given b) Consultancy and Training.
4. **NOMINATED CONTACTS.** For liaison purposes, each subscribing organisation must nominate a main contact who will be responsible for receiving and distributing subscription information and materials, as well as managing the use of the allocated delegate places. Any person within the subscribing authority can book onto an event and CIPFA Business Services are not responsible for controlling the allocation of your organisations delegate places. If you would like us to manage the bookings on your behalf, please contact the Subscriptions Team on 020 8667 8505.
5. **MEMBERSHIP PERIOD.** The service subscription year starts on April 1 and runs until March 31 and Subscription fees and benefits are based upon the length of the subscription period. The Subscription period is continuous from one subscription year to the next unless a written cancellation is received – see point 8.
6. **MEMBERSHIP FEES.** Fees and subscription charges are correct at time of print and will be subject to an annual review. Subscription fees and benefits are based upon the length of the subscription period. All fees and charges are stated as exclusive of VAT at the standard rate.
7. **DELEGATE PLACES.** Delegate places purchased as part of this subscription are non-transferable to other CIPFA Networks, or special fee-paying events put on by this or any of the other CIPFA Networks, unless otherwise stated. Places can only be carried forward from one consecutive subscription period to another on the condition that the subscription is renewed at the same or higher level as the previous period and a written request must be received by CIPFA Business Services at the time of renewal. If you would like to carry forward unused delegate places, please contact the Subscriptions Team on 020 8667 8505. Subscription levels can not be increased or lowered after the new subscription period has started. The level of subscription can only be changed during the renewal process before the start of the new subscription date. Should you exhaust your allocation of delegate places before the end of the subscription period and wish to attend further events (within the same subscription period), you may purchase the required number of extra places at a discounted rate.
8. **CANCELLATION.** A subscriber may cancel subscription by giving **one month's notice** in writing before the next subscription start date and subscription fees are non-returnable. If CIPFA Networks do not receive details of the intention to cancel a subscription, at least one month before the date of the next start date, the subscription will automatically be renewed and the subscribing organisation will be liable for the full subscription fee for the new period. Notice of intention to cancel subscription can be sent to:

Subscriptions Manager, CIPFA Business Services Ltd, No 1 Croydon, 12-16 Addiscombe Road, Croydon, CRO OXT.

9. **QUALITY ASSURANCE.** CIPFA Business Services Ltd pride itself on the quality of the service they provide. Subscribers will be able to address their enquiries on any aspect of the service to:

The Managing Director,
CIPFA Business Services Ltd, No 1 Croydon, 12-16 Addiscombe Road, Croydon, CRO OXT.
10. **CIPFA Business Services Ltd** is a company wholly owned by CIPFA.
11. **VAT.** CIPFA Business Services Ltd will issue a receipted VAT invoice/receipt.

COPYRIGHT. All information provided is the copyright of CIPFA unless otherwise stated.

SERVICE ENTITLEMENT. Unless otherwise stated, the subscription will provide full multi user access to the chosen level of service. Where the subscription is held by an employing organisation, any current member of its staff may access the subscription having initially registered through the organisation's email facility. Sub-contractors and associates may access the subscription whilst conducting work for the employing organisation. Whilst every effort will be made, CIPFA cannot guarantee that the website and any associated services will remain uninterrupted or be error free.

LIABILITY. Although every effort is made to ensure the accuracy of information provided, it may contain errors for which CIPFA cannot be responsible. No responsibility for loss occasioned to any persons acting or refraining from action as a result of any material in this Service can be accepted by CIPFA.

PAYMENT METHODS

Your next subscription renewal invoice will be issued upon commencement of the new subscription period.

PAYMENT TERMS

In the event that this invoice remains unpaid beyond 30 days, CIPFA Business Services Ltd reserve the right to charge interest on the outstanding balance at the UK clearing bank base lending rate, to accrue daily. Invoices should be paid in FULL.

PAYMENT METHODS

We accept the following methods of payment:

CHEQUES: and postal orders should be made payable to CIPFA Business Services Ltd. All cheques and remittances to be sent to CIPFA Business Services Ltd, Finance Dept, No 1 Croydon, 12-16 Addiscombe Road, Croydon, CRO OXT.

BACS: Please quote invoice reference number on remittance advice. Please make payment to:

Account Number: 01095849

Sort Code: 30-92-32

Account Name: "CIPFA Business Services Ltd"

Bank details: Lloyds TSB Plc, Covent Garden Branch, London, United Kingdom

CREDIT/DEBIT CARD PAYMENT: We accept payment either by VISA, MASTERCARD, SWITCH or LA Procurement card. If you wish to pay by Credit Card or Procurement card you will incur a surcharge of 2% commission against all transactions. (We will notify you of any charge made against your card before authorisation.) Debit cards do not incur a charge.

RECEIPTS A receipt will only be issued upon request.

CIPFA NETWORKS SUBSCRIPTION GUIDANCE NOTES

CIPFA Networks has issued the following notes for guidance and reference.
A full copy of the Terms and Conditions of subscription to the CIPFA Networks is overleaf.

A) EVENT PLACES

The level at which you join or renew subscription (e.g. 4-places), means that over a 12 month period, you have that number of delegate places to use, in any way you choose, to attend any event of the Network or Forum you are a member of (there may be occasional exceptions). Delegate places purchased as part of the subscription are non-transferable and the subscription level may not be increased or lowered after the new subscription period has started (see Point 7. overleaf). In practice, this means it is possible to send 4 people to a single event, exhausting your allocation in one go, or perhaps send 1 person (not necessarily the same person each time) to 4 different events throughout the course of the subscription period, using up all the places that way. It is entirely the Member's choice how 'free-places' are used. By allowing our Members to use places flexibly, we hope you will obtain maximum benefit from your selected allocation. CIPFA Business Services Ltd are not responsible for controlling the allocation of your organisation's delegate places, unless requested in writing to CIPFA Business Services Ltd, by the main contact at the subscribing organisation (see Point 7. overleaf).

The higher the level of subscription purchased, the greater the discount to you on the unit price per delegate place. The subscription price charged includes a base element for 'non-event deliverables' i.e. the additional services available to Members only, not relating to services/materials provided via events.

Should you wish to determine how many places you have remaining on your subscription, please contact us as per Section D of this document.

Non-members are invited to attend events and will be charged at the advertised day delegate rate for that particular event. Although this may reduce initial cost outlay, it does limit the access to the wider range of benefits that a subscription ultimately provides.

B) YEAR 1 MEMBERSHIP

Subscription is for a fixed 12-month period and the rates quoted on the relevant Subscription Form (for new subscriptions) are for this 12-month period. If joining at a later point during the subscription period, an appropriate adjustment will be made to the subscription rate (including delegate places) depending on the date your Subscription Form is received.

A 'Welcome Letter' (usually sent via email) containing full service subscription details will be dispatched to the main contact upon commencement of subscription. The subscription invoice will be issued at the time of joining and a hard-copy will be sent to the nominated invoice contact (if this is not the main contact).

C) WEBSITE ACCESS

Any person may register their details at www.cipfanetworks.net however, once registered, only individuals whose organisation is a Member of a particular CIPFA Network, may access the 'Member only' web-pages of that relevant service(s). To register, simply click 'Login/Register' and follow the instructions (you will be required to submit brief contact details). The individual will then automatically be e-mailed a password with which to access the website – if required, this may be changed by the user, to one that is more easily remembered.

D) CONTACT

Should you require further information regarding any subscription service, events programme, or delegate places on your subscription, please contact a member of the Subscriptions Team by e-mail to cipfanetworks@cipfa.org.uk or by telephone on 020 8667 8505.

Alternatively, please visit our website at www.cipfanetworks.net choosing the relevant service from the menu and click '**Contact Us**' to display the contact details.