

## **Welcome to the Countryside Alliance**

Welcome to the Countryside Alliance and thank you for purchasing Countryside Alliance Membership.

This document sets out the Terms and Conditions of Countryside Alliance Membership. These Terms and Conditions are valid for Members joining or renewing on or after 1 May 2010. Please read these Terms and conditions carefully and keep them in a safe place as any use of your Membership is subject to these Terms and Conditions.

The Terms & Conditions of our insurance cover are set out in separate insurance documents.

Separate Terms and Conditions apply for Members resident in the Republic of Ireland or Northern Ireland – to receive a copy please call for Northern Ireland: +44 (0) 28 9263 9911, or for Republic of Ireland: 01 6903610.

### **Useful contact information**

Address: Countryside Alliance, 1 Spring Mews, Tinworth Street London, SE11 5AN

General Enquiries: 020 7840 9200

Membership Team: 020 7840 9300

Email: [info@countryside-alliance.org](mailto:info@countryside-alliance.org)

Website: [www.countryside-alliance.org](http://www.countryside-alliance.org)

### **Compliments and Complaints**

If you wish to register a compliment or complaint you have about your Countryside Alliance membership, you can do so in writing or by phone. We welcome your feedback as it provides us with the opportunity to improve our services. Please contact the Membership Team:

In writing: Countryside Alliance, 1 Spring Mews, Tinworth Street London, SE11 5AN

By phone: 020 7840 9300

### **Membership Categories**

For all membership categories, your membership and insurance is only active if we have received valid payment details from you and the personal details you provide us, including your date of birth, are correct. If you have joined online many communications will be sent via email where possible. Please ensure you keep us notified of any changes to your email address and contact details.

**Field Sports Employee Membership** - Your eligibility for this membership category is dependent on your being a field sports employee. If this is not the case your membership and insurance will not be valid. You may be asked to provide proof of your employment as a field sports employee.

**Joint Memberships** - Where you give us information on behalf of someone else, you confirm that you have provided them with the information set out in these terms and conditions and that they have not objected to such use of their personal information.

Group Membership – Where you give us information on behalf of someone else, you confirm that you have provided them with the information set out in these terms and conditions and that they have not objected to such use of their personal information.

If you are joining the Countryside Alliance online, you will become a member as soon as you can see the confirmation screen, assuming all the details you have given us are correct and we are able to take payment from your bank account. Please make sure that you print this page for your records.

If you are joining the Countryside Alliance by phone, post, fax or face to face, you will become a member as soon as we receive your application details, assuming all the details you have given us are correct and we are able to take payment from your bank account.

We reserve the right not to accept or process your membership request for any reason. All orders are subject to validation checks and authorisation by your bank or credit card issuer.

### **Member Benefits**

Your Countryside Alliance membership will provide you with a variety of member benefits. You can keep up to date with the benefits

currently on offer by checking our website regularly. We reserve the right to change or withdraw these member benefits at any time.

Member benefits may be subject to an external provider's terms and conditions, we do not accept liability for any loss or damage suffered

as a result of any faults, errors or omission in the provision of these goods or services.

In order for us to deliver your Update magazine we must have a valid address or email address, please make sure you keep us updated with

any changes to your contact details.

### **Cancellation of Membership**

You may cancel your membership by writing to us, by phone or by email.

If you wish to cancel your membership within 14 days of the date of purchase of your membership, provided you have not taken advantage of any member benefits or claimed on the insurance included with your membership, you will receive a full refund of the membership premium.

If you wish to cancel after 14 days of the date of purchase of your membership, cancellation will take effect at the next payment date.

Please note that your insurance will be cancelled at the same time as your membership.

The Countryside Alliance may cancel your Membership if your Membership premium or other related charge is overdue; or at any time by giving at least 45 days notice: cancellation will take effect at the next payment date following the end of this notice period and no refund of premium will be due to the Member.

## **Auto Renewal**

If your Membership is paid by Direct Debit, your Membership will be automatically renewed at the end of each year. A reminder will be sent to advise you of the cost of Countryside Alliance Membership, and any changes to Terms and Conditions that will take effect, at renewal. If a Member does not want to renew on this basis, they should notify the Countryside Alliance at least 7 days prior to renewal.

## **Changes to Terms and Conditions**

The Countryside Alliance is entitled to change the Terms and Conditions at any time provided we have given you reasonable notice of these changes. Changes will take effect at the next payment date unless you are notified otherwise. Please contact the Membership Team on 020 7840 9300.

## **Changes to your Personal Details**

Please ensure that you notify the Countryside Alliance of any changes to your name, address or email address immediately. Please note that if you pay by Direct Debit and your account details change, your bank may be approached for updated details to help continue to provide the services you have requested.

## **Use of your Personal Information**

The Countryside Alliance recognises that your privacy is important, and is committed to protecting it. We will always use every reasonable effort to ensure sufficient protections are in place to safeguard your personal information. By becoming a member of the Countryside Alliance and providing us with your personal information you agree to the storage and use of your personal information by us in accordance with this Privacy Policy. If we change this policy you will be notified so that you are always aware of them.

In addition to providing our services and products, we may also use your information for market research purposes and credit control purposes. We will also use this information to notify you about our services, products and events which we believe may be of interest to you. If you do not wish to receive such information from us, please let us know. We may monitor and record communications with you (including phone conversations and emails) for quality assurance and compliance reasons. We may also check your details with fraud prevention agencies. If you provide false or inaccurate information and we suspect fraud, this will be recorded.

We may share your personal information with other companies in our group for any of the above purposes and with those with whom we are jointly producing a product, service or event. In order to provide our services to you we may be required to pass your personal information to parties located outside of the European Economic Area in countries which do not have data protection laws equivalent to those in the UK. Where this is the case we will take reasonable steps to ensure the privacy of your information. Except in the situations listed above or as required by law or other regulation, we will not pass, disclose, rent or sell your personal information (other than any personal information which is already publicly available and which is incorporated into our search products) to any third party without your prior consent.

We have a Data Protection Policy and strict internal procedures designed to protect your personal information from unauthorised access, improper use, alteration, unintended destruction or other loss.

You have the right, by written request to a copy of any personal data (as defined in the Data Protection Act 1998) which we hold about you.

#### **Enforcement of Terms and Conditions**

Failure to enforce or non-reliance on any of these Terms and Conditions by the Countryside Alliance will not prevent the Countryside Alliance from subsequently relying on or enforcing them.