



## VOLLEYBALL ENGLAND MEMBERSHIP TERMS

### 1. INTRODUCTION

- 1.1 These are the terms and conditions applicable to all members of Volleyball England. The purpose of these membership Terms ("**Terms**") is to provide you with information about your membership of Volleyball England and the services it provides to you.
- 1.2 Please read these Terms carefully to ensure that you agree to them, as they contain the legal terms and conditions that you will be deemed to have agreed to by registering for membership. All Members must always adhere to these Terms and any relevant documents referred to in them. You are also referred to our Privacy Policy which sets out how we will collect and use your data.
- 1.3 Volleyball England membership is operated by the English Volleyball Association Limited, a company limited by guarantee and registered in England and Wales with company number 2023635, whose registered office is at SportPark, 3 Oakwood Drive, Loughborough, Leicestershire, LE11 3QF, United Kingdom ("Volleyball England").
- 1.4 Any reference to "we", "us" or "our" shall be taken as reference to Volleyball England. Any references to "you" or "your" shall be taken as reference to you as a member of Volleyball England or any applicant for membership of Volleyball England (which, in each case, may be an individual or an Affiliated Club).

### 2. APPLYING FOR MEMBERSHIP OF VOLLEYBALL ENGLAND

- 2.1 You can apply to be a member of Volleyball England by completing the sign-up application process on our website – [VolleyZone](#).
- 2.2 At the time of applying to be a member you can select various membership categories within VolleyZone – such as player, coach, official or volunteer. These will be updated from time to time on VolleyZone. You may select more than one membership category at the outset and/or go back and register for more membership categories later.
- 2.3 Following completion of your first membership registration you will be provided with a membership number unique to you ("VEU Number") that will appear on your VolleyZone profile. If you register for additional membership categories these will all be attached to the same membership number. Please make a note of your VEU Number and quote it in all subsequent correspondence with us as it will help us deal with your enquiry more promptly.
- 2.4 In addition, under our governance documents, if you are a member of a Volleyball Club that is affiliated to Volleyball England then you automatically also become a member of Volleyball England. There is no need to complete a separate registration process. These terms will apply to you as well.

### 3. MEMBERSHIP YEAR AND MEMBERSHIP FEES

- 3.1 The membership year runs from 1<sup>st</sup> August to 31<sup>st</sup> July inclusive each year. Your membership will be valid from 1<sup>st</sup> August (or if later, the date that we receive your membership application and/or membership fee) until 31<sup>st</sup> July the following year unless terminated early in accordance with these Terms.
- 3.2 Where you are registering directly with Volleyball England via VolleyZone certain membership categories are subject to your payment of an annual membership fee. You can see the relevant fee for each membership category within the VolleyZone system. The annual membership fee is fixed for the duration of the membership year and is not available on a pro



rata basis. That means you pay the full membership fee whether you join on 1<sup>st</sup> August or later in the membership year.

- 3.3 In addition to the membership fee a service charge may be applicable for the online payment. This will be clearly displayed within VolleyZone prior to the point of purchase.
- 3.4 The annual membership fees are set each year by Volleyball England in accordance with our governance documents. We will advise annually of any changes to the membership fees via our website and by email to active members.
- 3.5 You agree that your membership benefits shall commence (including insurance where relevant) as soon as you have registered on VolleyZone. Therefore, you have no right to cancel your membership and/or receive a refund. Please consider carefully before applying for membership.
- 3.6 If you are a member by virtue of being a member of an Affiliated Club you will pay any relevant membership fees direct to the Affiliated Club. These are set by the Affiliated Club and not determined by us.

#### 4. **MEMBERSHIP BENEFITS**

- 4.1 As a member you are entitled to certain benefits that we may provide from time to time. We promote these benefits via our website and they vary depending on the category of membership. If you are unsure or want more details on the benefits at any time please email [membership@volleyballengland.org](mailto:membership@volleyballengland.org).
- 4.2 We will manage your membership using our VolleyZone (our online membership administration system). You can log in to VolleyZone at any time to access your membership profile information. You are responsible for keeping your contact information up to date in VolleyZone to ensure you receive relevant communications and membership benefits.
- 4.3 Some of our membership categories have a benefit of public liability and/or personal accident insurance made available by Volleyball England to you.
- 4.4 The insurance made available by Volleyball England to members is provided by Howden. Howden Insurance Brokers are authorised and regulated by the Financial Conduct Authority ('FCA'). The full details and terms of the policy for such Insurance can be accessed via the [Club Hub](#) section of our website.
- 4.5 We will, from time to time, review our member benefits and may make changes that we feel, acting reasonably, are appropriate. Any changes to our member benefits will be posted on [our website](#).

#### 5. **VOLLEYBALL ENGLAND POLICIES**

- 5.1 As a member you agree to abide by our policies (as updated from time to time). These include:
  - 5.1.1 the principles of the Volleyball England Equality & Diversity Policy, a copy of which can be viewed [here](#);
  - 5.1.2 the principles of the Volleyball England Safeguarding and Protecting Young People in Volleyball policy, a copy of which can be viewed [here](#);
  - 5.1.3 Volleyball England's Code of Conduct, a copy of which can be viewed [here](#); and
  - 5.1.4 the principles of the Volleyball England Anti-Doping Policy, a copy of which can be viewed [here](#).



## 6. **ENDING YOUR MEMBERSHIP**

6.1 We reserve the right to refuse, suspend or cancel your membership in our sole discretion if:

- 6.1.1 you do not pay any membership fee when due;
- 6.1.2 you breach these Terms or any other requirements set out within them (including the policies referred to above) in any manner at any time;
- 6.1.3 you fail to meet, or at any point during your membership year, cease to meet, the requirement criteria for membership (as set out on the Volleyball England website);
- 6.1.4 you are suspended or barred (on an interim or permanent basis) from any volleyball activity or role pursuant to our governance documents and/or policies (including the [Volleyball England Grievance and Disciplinary Policy](#));
- 6.1.5 in the reasonable opinion of Volleyball England, you misuse your membership in any manner; or
- 6.1.6 in the reasonable opinion of Volleyball England, you act in any manner which is or may be detrimental to the reputation of Volleyball England or is or may be detrimental to the interests of the game of Volleyball or is otherwise offensive or dishonest in respect of their dealings with Volleyball England or any Affiliated Club.

and in all such circumstances we shall have no liability to refund you or pay any other compensation to you.

6.2 If we refuse, suspend, or cancel your membership, you must immediately cease use of your membership and your membership number and must not hold yourself out as a member of Volleyball England and must not exploit any of the benefits of membership of Volleyball England.

6.3 If you wish to end your membership at any time during the membership year you can do so by emailing [membership@volleyballengland.org](mailto:membership@volleyballengland.org) requesting to cancel your membership. Note that no refunds or extension will be given if you are unable to use any part of your membership at any stage (including due to illness, injury, suspension, or cancellation in accordance with these Terms). If there are exceptional circumstances where you wish to discuss a refund please email us at [membership@volleyballengland.org](mailto:membership@volleyballengland.org).

## 7. **DATA PROTECTION**

7.1 Volleyball England is registered with the Information Commissioner's Office to process personal data and is fully compliant with relevant laws relating to the processing of your data.

7.2 For more information on how we process any personal data that we collect from you or that you provide to us, please refer to our Privacy Policy

## 8. **CHANGES TO THESE TERMS**

8.1 We may revise these Terms from time to time. Any such amendment shall be effective once the revised Terms are posted on the Volleyball England website and VolleyZone. It is your responsibility to check for any such amendments.

8.2 If we intend to make any changes which would affect your rights and responsibilities as a member we will notify you in advance of them becoming effective.



## 9. **QUERIES AND COMPLAINTS HANDLING**

9.1 Any queries that you have with regards to any product or service provided by Volleyball England should be made to the relevant department, details of which can be found [here](#).

9.2 Any formal complaints that you have with regards to any product or service provided by Volleyball England, should be made in accordance with the [Volleyball England Complaints Procedure](#).

## 10. **NON-UK RESIDENT MEMBERS**

10.1 Any member who is a non-UK resident or who at any point during the membership year becomes a non-UK resident should be aware of the following:

10.1.1 you will be liable to pay any applicable sales tax or other taxes in connection with your membership and any additional items purchased via VolleyZone

10.1.2 if you reside more than 180 days outside the UK, you may only be covered under certain elements of the insurance benefit provided to members. Any member purchasing the insurance should make themselves aware of the terms and other details of such insurance as set out on our website or by contacting [membership@volleyballengland.org](mailto:membership@volleyballengland.org).

## 11. **PARENT/GUARDIAN CONSENT – U18 MEMBERS ONLY**

11.1 Parents/Guardians hold responsibility for all members aged under 18. To apply for a membership for an under 18, a Parent/Guardian is required to set up a VolleyZone account for themselves and then add a second account for the under 18. The user guides to complete this can be found [here](#). Once the accounts have been created, the Parent/Guardian can apply for membership on behalf of the under 18.

## 12. **GENERAL**

12.1 These Terms and all aspects of membership are governed by and will be construed in accordance with the laws of England. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the English Courts.

12.2 Should you have any questions about your membership, please contact us by:

12.2.1 Email at: [info@volleyballengland.org](mailto:info@volleyballengland.org)

12.2.2 Phone on: 01509 974700

12.2.3 Post to: Volleyball England, SportPark, 3 Oakwood Drive, Loughborough, Leicestershire, LE11 3QF, United Kingdom