

## Vital Venues Membership Conditions

### 1. Welcome

Thank you for your interest in Vital Venues.

Vital Venues is a not-for-profit project from Cornwall Rural Community Council, a charity dedicated to supporting groups and individuals with the aim of developing vibrant, sustainable and inclusive communities across Cornwall.

Vital Venues provides a package of benefits supporting Village Halls, Community Centres, Church Halls and other Community Buildings to be socially, financially and environmentally sustainable.

### 2. Contact Details

Postal address: Vital Venues  
CRCC  
2 Princes Street  
TRURO  
TR1 2ES

Telephone: Main reception: 01872 273952  
Vital Venues direct line: 01872 243551

Email: [vitalvenues@cornwallrcc.org.uk](mailto:vitalvenues@cornwallrcc.org.uk)

Website: [www.vitalvenues.org.uk](http://www.vitalvenues.org.uk)

### 3. Membership eligibility

Membership is open to all not-for-private-profit organisations that are responsible for the management of a building that is available for use by their local community. For example, this will include but is not limited to: Village Halls, Community Centres, Church Halls, Sunday School Rooms, Women's Institute Halls, Scouts Huts, Parish Halls, Town Halls, Institutes, Reading Rooms etc.

The organisation (e.g. Village Hall) is eligible for membership rather than an individual representative of the organisation (e.g. committee member).

If you are unsure whether your organisation is eligible for membership, please contact Vital Venues.

### 4. Period of membership

Following an application and payment to join Vital Venues a 'Welcome Pack' is sent to the member's nominated contact. Membership will commence on receipt of your welcome pack (which is considered to be 4 days following despatch) and will last for a minimum of one calendar year. Membership can be renewed on an annual basis.

### 5. Membership cancellation

Payment of Vital Venues subscription entitles you to access and use the Vital Venues service for a minimum period of 12 months. However, if you wish to cancel your membership at the end of any 12 month period, please do so in writing giving at least 2 months notice.

We reserve the right to cancel membership if the service from Vital Venues is being abused. This would include distribution of copyrighted material without express permission and any other act which would be considered abuse.

### 6. Changes to Membership Conditions

We reserve the right to change the Membership Conditions at any time at our discretion. If the Membership Conditions are amended Vital Venues will notify all members. An up to date version of the Membership Conditions shall always be available to view on the website.

### 7. Contact details

We must have at least one nominated contact for each membership to whom we can correspond effectively. It is the responsibility of the committee or board managing their Community Building to keep Vital Venues up to date with accurate contact details. This includes for the purposes of Vital Venues correspondence and for the Vital Venues promotional map which advertises members' Community Buildings.

#### **8. Consent to receive the Vital Venues newsletter**

By becoming a member of Vital Venues we have the nominated contact's consent to send the Vital Venues newsletter by email where appropriate.

We recommend that as many committee or board members as possible subscribe to our mailing list for up to date information regarding Community Building management.

#### **9. Data Protection**

We will not pass Vital Venues members' or Vital Venues Newsletter subscribers' contact details to any third parties unless you have asked us to.

#### **10. Financial Discounts**

Only Vital Venues members can take advantage of the exclusive financial discounts. A reference code is required (available in the members area of the Vital Venues website or available to members on request) to access the discounts from each supplier. Suppliers also have a list of Vital Venues members to confirm eligibility before applying any discounts.

While members have exceeded our expectations in terms of savings made (in some cases more than 10 times the cost of Vital Venues membership), we do not guarantee that every member will make savings equivalent to the membership fee.

It is the responsibility of each management committee or board to take advantage of the financial discounts and information through Vital Venues to benefit their Community Building.

#### **11. Copyright**

The Vital Venues website and its content, where applicable, are subject to the copyright of Cornwall Rural Community Council. Reproduction is not permitted unless expressly authorised. Vital Venues claims no copyright on any official document e.g. that which is produced by a government department. All documents (and any related material) presented on the website remain fully under the copyright of their authors, e.g. ACRE.

Permission is granted for Vital Venues members to access, print, duplicate and utilise information for the benefit of their Community Building only.

#### **12. Access to Vital Venues website members' area**

A Username and Password providing access to the 'members only' section of the Vital Venues website are generated on successful application for membership. These are then given to the nominated contact for each member to share with their committee or board members as deemed appropriate.

Use of Vital Venues website Usernames and Passwords are restricted to Vital Venues members and any use outside of this will be considered abuse as per the Membership Cancellation clause in the Membership Conditions.

#### **13. Compliments and complaints**

If you have a compliment or complaint about your Vital Venues membership we really want to hear from you. We welcome your comments as they give us the opportunity to put things right and to improve the Vital Venues service.

Please contact Vital Venues using the contact details provided above.

#### **14. Accuracy and Liability**

Vital Venues makes every effort to provide the latest information relating to the topics covered whether through the website, by email, telephone or any other method of communication and provides all information and advice in good faith to the best of our knowledge and experience.

Vital Venues is not able to indemnify third parties (e.g. solicitors, accountants etc.) who provide advice through Vital Venues and therefore accepts no responsibility for the quality of advice provided in this regard. As a consequence, the third party bears full responsibility for the quality of advice they provide.

**Use of the Vital Venues service confirms acceptance and compliance with the Membership Conditions.**