# SAPHNA Membership Terms and Conditions

## Introduction

These Terms and Conditions outline the deliverables, requirements, and responsibilities for individual and corporate memberships with SAPHNA (School and Public Health Nurses Association).

By purchasing a membership with SAPHNA, you agree to comply with these Terms and Conditions.

## 2. Membership Types

**2.1 Individual Membership**

* Individual memberships are purchased directly via the SAPHNA website.
* Members are responsible for completing their own registration, including providing accurate contact information and managing their account within the members-only area.
* Individual memberships are non-transferable.

**2.2 Corporate Membership**

* Corporate memberships allow organisations to purchase memberships for multiple staff members at a discounted rate.
* Corporate memberships can be purchased via Purchase Order (PO) and invoice by contacting [info@saphna.co](mailto:info@saphna.co).
* Upon receipt of payment, SAPHNA will provide the organisation with a unique corporate code and a sign-up link.
* The organisation is responsible for sharing the sign-up link and corporate code with each staff member included in their membership package.
* Each staff member must use this code when registering via the SAPHNA website to create their member account to access the members-only area.

## 3. Billing

**3.1 Individual Membership Billing**

* Individual membership can be purchased directly through the website and payment is processed via our credit card gateway (Stripe).
* Stripe will charge you within 24 hours. If your initial payment is successful, you will receive an email receipt for the transaction.
* If PO and invoice payment is required for individual membership, this can be requested by contacting us on [info@saphna.co](mailto:info@saphna.co).

**3.2 Corporate Membership Billing**

* Corporate membership can be purchased via PO and invoice, which will be processed via email at [info@saphna.co](mailto:info@saphna.co).

## 4. Renewals

**4.1 Individual Membership Renewals**

* Individual memberships have the option of selecting the membership subscription renewals to be automatically billed yearly or monthly.
* Automatic renewals can be cancelled through the members-only account area of the website.

**4.2 Corporate Membership Renewals**

* SAPHNA will contact the organisation’s lead contact person to arrange renewal of the corporate membership before the end of the current membership term.
* SAPHA will request details of the number of staff to be included in the new membership term and provide a quote accordingly.
* SAPHNA will then invoice the organisation to begin the new membership term.

## 5. Deliverables

**5.1 Individual Membership Deliverables**

* Access to SAPHNA's members-only area on the website with access to exclusive member-only content, resources, and updates
* Free access to SAPHNA’s Community of Practice webinars and learning outcomes
* Opportunities to participate in member-exclusive events and networking
* Free participation in SAPHNA Communities of Practice (COP) webinars and access to key learnings
* Free access to SAPHNA Toolkits
* Discounts on SAPHNA training courses, events and webinars
* Discounts on SAPHNA Expert Advisory services
* Regular communications, newsletters, and updates from SAPHNA
* One 60-minute virtual ‘Think and Reflect’ session with a SAPHNA Professional Officer (subject to availability and booking a session via the relevant channel)
* Lower-cost subscription to the British Journal of Child Health (if selected at sign up)
* An exclusive discount on MAAPP membership (coming soon)
* The opportunity to share best practice through our networks and forums
* The opportunity to influence policy and practice via member consultations

**5.2 Corporate Membership Deliverables**

* All benefits of individual membership for each staff member registered using the provided corporate code.
* A dedicated point of contact at SAPHNA for membership support.
* Flexibility to reallocate individual membership for staff member changes during the term of the corporate membership.

**5.3 Changes to Deliverables**

* SAPHNA reserves the right to make changes to the membership offer and deliverables. Any changes will be communicated to members via email.

### 6. Responsibilities and Requirements

**6.1 Individual Member Responsibilities**

* Individuals are responsible for maintaining accurate account information within the members-only area.
* Members must ensure their contact details are up to date to receive communications from SAPHNA.
* Access credentials are personal to each member and must not be shared with others.

**6.2 Corporate Member Responsibilities**

* The organisation is responsible for distributing the provided corporate code and sign-up link to eligible staff.
* Staff members must complete their own registration to activate their membership and are responsible for maintaining accurate account and contact information within the members-only area to receive communications from SAPHNA.
* The organisation must ensure their payment is made in full before SAPHNA issues the corporate code.
* Access credentials are personal to each member and must not be shared with others.
* The organisation is responsible for informing SAPHNA of any staff member changes within the corporate membership and requesting any membership reallocations.

### 7. Payment and Renewal

* Membership fees are payable in advance.
* When payment has been made, this is considered the start of the membership term.
* A member or organisation can request a refund within 14 days of starting the membership. After 14 days, memberships are non-refundable.
* Memberships run for one year after payment is received, after which renewal is required for continued access.
* Corporate membership rates vary based on the number of staff included; SAPHNA reserves the right to adjust fees and appropriate discount rates as necessary.

### 8. Termination and Suspension

* SAPHNA reserves the right to terminate or suspend memberships if terms are breached.
* Members may cancel their membership at any time; however, no refunds will be provided after 14 days of starting the membership, unless otherwise agreed in exceptional circumstances.
* SAPHNA reserves the right to refuse a refund request after 14 days of starting the membership but will respectfully consider exceptional circumstances.
* Members must contact SAPHNA via email on [info@saphna.co](mailto:info@saphna.co) to request a cancellation of their membership.

### 9. Data Protection

* SAPHNA will handle members' personal data in accordance with applicable data protection laws. Details are provided in SAPHNA's [Privacy Policy](https://saphna.co/privacy-policy/).

### 10. Amendments to Terms and Conditions

* SAPHNA reserves the right to update these Terms and Conditions. Members will be informed of significant changes.

### 11. Contact Information

For any membership queries, please contact SAPHNA at [info@saphna.co](mailto:info@saphna.co).