



### Terms and conditions

**Please read the following terms and conditions of NATRE membership and associated services carefully. By joining NATRE you agree to adhere to our terms and conditions. Failure to do so may lead to the immediate suspension of membership.**

### Membership of NATRE

- (a) Orders for membership can be placed over the telephone with a credit or debit card, in writing or through the NATRE or RE Today Services webshop.
- (b) Schools, academies, institutions and organisations wanting credit must request in writing to be invoiced for their membership. Payment should be made within 30 days.
- (c) Personal membership must be paid for at the time of order as credit cannot be extended to individuals.
- (d) Membership will be activated at the point of ordering for schools, academies, institutions and organisations, or at the time of payment for personal accounts.
- (e) Personal teacher and ITT/NQT membership packages can only be offered to individuals and as such must be registered to a home/private address.
- (f) Professional membership is available to both individuals and schools, academies, institutions and organisations if this is the most suitable package for their requirements.
- (g) Each membership period is 12 months which is agreed at the time of ordering and at renewal.

### ITT & NQT membership

- (a) ITT membership is valid only to individuals currently enrolled on a full time or part time teacher training programme.
- (b) NQT membership is available to teachers who are undertaking their NQT year(s).
- (c) Individuals are not able to purchase ITT or NQT membership through their schools or training institution. These are personal membership packages and must be registered to a personal address.
- (d) ITT membership will automatically transfer to NQT membership after 1 membership period of 12 months. It is the responsibility of the member to inform NATRE if they will be training for an additional year or are studying part time over 2+ years.
- (e) NQT membership will automatically end after 1 membership period of 12 months. Members must inform NATRE if their NQT status is going to extend beyond 12 months.

(f) ITT membership is available to all individuals enrolled on a teacher training programme, or those studying for an MA or PhD.

### Cancellations

- (a) All cancellations should be made to NATRE in writing via email, post or fax.
- (b) No refund will be made if a membership is cancelled part way through the agreed 12 month period.
- (c) The initial membership order is subject to a 30 day cooling off period. The order may be cancelled at any time within the 30 days. This is not applicable to renewal invoices. Any publications received during this time should be returned in their original condition.

### Invoicing (non-membership orders)

- (a) All schools, academies, institutions and organisations can request to be invoiced for any goods and/or services ordered through NATRE or RE Today Services. A complete invoice address must be given with all orders.
- (b) Payment should be made within 30 days of the invoice date.
- (c) Credit cannot be extended to personal members or customers ordering goods and/or services. Payment must be made at the time of order. Goods will only be despatched upon receipt of payment.

### Payment

- (a) NATRE and RE Today Services accept the following forms of payment for membership and other goods and services:
  - i. Cheque (payable to NATRE or RE Today Services)
  - ii. Credit/debit card – We do not accept American Express
  - iii. Bank transfer
- (b) All bank and company details can be requested at any time by contacting RE Today Services on 0121 458 3313.

### Direct Debit

- (a) Direct Debit facilities are available for personal memberships. A completed Direct Debit instruction must be completed and returned to NATRE.
- (b) It is understood that NATRE membership is to run over a 12 month period, and therefore 12 payments will be taken.
- (c) Payment will be taken on the 1<sup>st</sup> of the month, or the next working day thereafter.
- (d) Memberships will be invoiced in full at the beginning of the membership period. Monthly statements may be sent out showing the outstanding balance.
- (e) Cancellations of Direct Debit should be made at the end of a membership period and not before.
- (f) Cancellations of Direct Debit before the end of the membership period must be notified to NATRE no later than 10 working days before the monthly payment is due. Failure to notify NATRE within this time constraint will incur a £15 admin charge.
- (g) If a direct debit payment is cancelled before the end of the membership period, the remaining unpaid balance becomes payable immediately.

Eg. If Primary Bronze – (£75 package, 12 ddr payments of £6.25) 7th direct debit payment is cancelled, the remaining £37.50 must be paid in full immediately.

(h) If no notification of cancellation is received by NATRE the membership will automatically renew. NATRE will contact members prior to the renewal period to give the cancellation option.

### **Courses**

(a) NATRE members can use their course discount on one course place per year of membership. After this members will receive a discount of £30 on all additional course bookings.

(b) Discount is applicable on all RE Today one-day courses. The discount is not applicable to conferences run by NATRE or RE Today Services. Discounts will not be added retrospectively with the exception of errors on the part of RE Today Services.

(c) All course places must be booked in advance of the course date. Schools can request to be invoiced for the course, personal members must make payment at the time of booking.

(d) In the case of a course becoming impractical due to circumstances beyond the control of NATRE, courses may be cancelled at the discretion of RE Today Services. In this instance all attendees will be contacted and offered an alternative course place or given a full refund where payment has already been made. Where possible at least 15 days' notice will be given.

(e) If a delegate is unable to attend a course due to unforeseen circumstances, notice must be given to RE Today Services in writing prior to the date of the course. Cancellation fees may apply as per table below:

<b>Cancellation period</b>	<b>Charge</b>
3 months or more	No charge
1-3 months	£25
15-28 days	50% of course fee
8-14 days	75% of course fee
1-7 days	100% of course fee

(f) If a discounted or free course place is booked and the delegate does not attend without giving prior notice to NATRE or RE Today Services the discount cannot be claimed against another course place.

(g) To claim the course discount, members must ensure they book their course place during their membership period. This cannot be claimed should their membership expire.

(h) Members agree that any materials they are given at the conference are not to be circulated beyond their school or organisation.

### **National conference**

(a) A national conference will be run by NATRE annually. This is a separate event to the NATRE North of England conference.

(b) NATRE members are entitled to a discount on their place at the conference which is determined by the level of membership held. Discounts will not be added retrospectively with the exception of errors on the part of RE Today Services.

(c) School members are entitled to use their discount against one conference place. Additional places will be charged at full price.

(d) Non-members are also able to attend the conference for the full fee.

(e) Members agree that any materials they are given at the conference are not to be circulated beyond their school or organisation.

(f) For booking and cancellation terms see 'Courses' section.

### **RE Today publications discount**

(a) NATRE members receive a 10% discount on all RE Today Services publications.

(b) Discount will be applied at the time the order is placed. Discounts will not be added retrospectively with the exception of errors on the part of RE Today Services.

(c) Discount is not applicable to any titles not published by RE Today Services, or in conjunction with any other special offers or discounts.

### **Delivery of goods**

(a) If the buyer does not receive all the goods as specified on the original order then the buyer must notify NATRE or RE Today Services in writing within 14 working days from the date of delivery. If the buyer does not inform NATRE or RE Today Services in writing within the specified time then no liability will be attached to NATRE or RE Today Services. In the event any loss or damage is suffered by the buyer as a result of delivery, credit shall be limited to the price of the goods not delivered or the cost of replacement resources.

(b) If the buyer does not take delivery of the resources or give NATRE or RE Today Services adequate delivery instructions then no duty of care shall apply, and neither NATRE nor RE Today Services will be liable for any loss or damage or deterioration of the resources.

(c) Risk of damage or loss of the resources shall pass to the buyer on delivery or, if the buyer fails to take delivery of the goods, at the time when the Supplier has tried to deliver the goods.

(d) Title shall pass to the buyer on delivery of the goods.

(e) Failure to provide the correct address before goods are despatched may lead to an additional postage charge.

(f) For full terms and conditions for orders placed with RE Today Services, and your statutory rights, please visit: <http://shop.retoday.org.uk/re-terms/>

### **RE Today termly mailings**

(a) NATRE members will receive termly mailings from RE Today Services for the duration of their membership.

(b) Mailings will consist of *REtoday* and, dependent on your membership level, primary and/or secondary curriculum books and the *British Journal of Religious Education*.

(c) All materials should arrive within the first 2 weeks of each term. You should expect to receive a mailing in January, April and September.

(d) If you do not receive any items you are due you have 90 days from the expected due date (first day of term) to make a claim to NATRE or RE Today Services.

(e) Any mailings not received due to incorrect details having been provided by the member may incur an admin charge of £7.50 for a replacement to be sent.

#### **Monthly downloads**

(a) All monthly downloadable resources will be sent within the monthly e-newsletters to NATRE members on the first Tuesday of every month.

(b) Members must provide a valid email address to NATRE for all e-newsletters and downloads. NATRE will not be required to resend these items if the member has supplied incorrect details.

(c) School members are required to provide a school email address, and not a personal email address of a member of staff. If this is impractical exceptions can be made with the written permission of the school.

(d) Each downloadable resource will be available for 30 days from the date of sending. After this date the link will expire. NATRE will not be obligated to resend the resource or make it available to any members who missed the download period.

(e) NATRE school members are permitted to circulate e-newsletters and downloadable resources to all members of staff within that institution. Personal members may access and use the resource in their school but are not encouraged to circulate this amongst staff.

(f) Downloadable resources are strictly not to be circulated outside of the school/organisation that has taken out the membership. Personal members should not circulate the resources to colleagues at their own or other schools/organisations.

#### **E-newsletters & E-briefings**

(a) All e-newsletters and e-briefings sent to NATRE members have been produced by NATRE for the benefit of NATRE members. These may be circulated within the school or organisation to which the member belongs.

(b) Members should not circulate these items outside of their school or organisation.

(c) Failure to provide NATRE with a valid email address will mean these benefits cannot be delivered.

#### **Webinars**

(a) All bookings for webinars run by NATRE and RE Today Services must be made in advance of the event.

(b) Personal members are required to make payment for the webinar at the time of booking. A place will not be confirmed until payment is made.

(c) Schools and organisations can request to be invoiced for the booking. Payment should be made in advance of the event.

(d) Member discounts will be applied at the time of booking. Discounts will not be added retrospectively with the exception of errors on the part of RE Today Services.

(e) Membership does not guarantee a place on our webinars. Places are restricted and will therefore be allocated on a first-come, first-served basis.

(f) System requirements will be provided at the point of registration when the confirmation link is sent out, and are also listed in the NATRE members handbook. Any member who books a session but is unable to participate due having incorrect system requirements will not be due a refund or credit.

(g) Should any technical issues or disruptions arise during a webinar which are the fault of NATRE and RE Today Services a refund or credit may be offered.

(h) Cancellations of webinar places should be made as early as possible to allow the place to be offered to those held on the waiting list. Failure to cancel or attend without prior notice will result in no refund being given.

(i) Refunds will be given if NATRE cancels the webinar or as below:

<b>Cancellation period</b>	<b>Charge</b>
3 months or more	No charge
1-3 months	£5
15-28 days	50% of full webinar fee
8-14 days	75% of full webinar fee
1-7 days	100% of full webinar fee

(j) Platinum members are entitled to free webinar places. If any platinum members register for a webinar and are unable to attend NATRE should be provided with a minimum 7 days written notice to cancel your place. Failure to notify NATRE within this timescale will result in a charge of £10 to cover administration costs.

(k) Member discounts are applicable for one place per webinar.

(l) Webinar registrants agree that their details will be held by NATRE and RE Today Services, and that their registered email address is visible to other attendees.

#### **Access to RE Advisers**

(a) Members of NATRE are able to access advice from RE Advisers as part of their membership package. All support requests should be sent to [advisers@natre.org.uk](mailto:advisers@natre.org.uk)

(b) Requests for advice will be logged and sent on to a member of the RE Adviser team. They will respond via email or occasionally they will arrange a convenient time for a telephone call.

(c) Members will be provided with an estimated response time when their request has been logged.

(d) NATRE members are entitled to use this service when they require advice with a particular issue. However NATRE reserve the right to state when a particular issue requires chargeable consultancy.

(e) NATRE offers the benefit of access to RE Advisers subject to a fair use policy by members.

#### **Website access and resources**

(a) NATRE members have access to the members' area of the NATRE website ([www.natre.org.uk](http://www.natre.org.uk)) and the subscriber area of the RE Today Services website ([www.retoday.org.uk](http://www.retoday.org.uk))

(b) Access to the NATRE site requires a username and password which are provided upon payment of membership. The RE Today Services area can be accessed with a password printed on the inside back cover of the *REtoday* magazine OR the member's account number.

(c) School members can circulate their log-in details to all staff, but not outside of their school or organisation.

(d) All resources available through the member and subscriber area can be saved and used by members. Under no circumstances should members circulate these resources outside of their school or organisation.

#### **Member discounts**

(a) All discounts offered as part of NATRE membership are only valid during the membership period.

(b) Discounts are non-transferrable.

(c) Discounts do not carry forward. Any discounts not used during the 12 month membership period will expire.

(d) Discounts will not be added retrospectively with the exception of errors on the part of RE Today Services.

#### **Copyright**

(a) All materials received via NATRE membership remains © RE Today Services/NATRE.

(b) School members are permitted to photocopy or distribute materials for use within that school.

(c) Personal members may photocopy resources for use within their classroom.

(d) Where copyright is not outlined within resources supplied by RE Today Services or NATRE, members may assume this can be used as above.

(e) Any other use of materials requires the written permission of RE Today Services/NATRE.

#### **Privacy**

(a) NATRE and RE Today Services comply with the Data Protection Act 1998 in the collection, processing, holding and transmitting of your personal information.

(b) Our full privacy policy can be viewed at <http://www.natre.org.uk/privacy/>

*NATRE and RE Today Services reserve the right to make changes to these Terms and Conditions when necessary. If any significant amendments that alter the nature of your agreement with us are made you will receive a notification of these changes.*

Updated Terms and Conditions can be found at: <http://www.natre.org.uk/membership/membership/>