



MEMBERSHIP SCHEME

Helensburgh Heroes

1. About these terms and conditions

The terms “we”, “us” and “our” or “Helensburgh Heroes” mean Helensburgh Heroes and “you” and “your”, mean the person who is a Member and has signed the back of the Membership card.

When you use your Helensburgh Heroes Membership card you accept these terms and conditions. These terms and conditions set out the benefits and rules of the Helensburgh Heroes Membership scheme.

2. How to become a Member

Anyone who shares our values and is keen to support the aims of Helensburgh Heroes is welcome to join. To become, and remain, a Member you have to pay the prevailing and applicable membership fee for the appropriate Membership option every 12 months.

You can apply to become a Member:

- Online: by visiting <http://www.helensburghheroes.com/get-involved/membership/>
 - In person: by visiting the Heroes Centre, 28 Sinclair Street, Helensburgh, G84 8SU
 - Or by phone: 01436 653098 and requesting a membership application form
- a) When you apply to become a Member we’ll ask you for some personal details – including your full name, date of birth, home address and email address. We’ll also ask you to set up a secure password for your online Membership account to help you manage your Membership Account.
 - b) We will never ask you for your password. We’ll use your email address to contact you for service matters regarding your Membership and for marketing if you’ve given us permission.
 - c) We’ll keep all your personal details safe. Helensburgh Heroes is registered with the Information Commissioners Office Data Protection Register Registration Number: ZA153846
 - d) Persons under 16 years of age can not apply to be members. A parent or guardian must make the application on behalf of a person under 16 and provide their consent.

3. Type of Membership

Helensburgh Heroes offers four membership types:

ADULT – any person over 18 years of age

CONCESSION – any person over 16 who is unwaged and not studying at school, college or university. Any person who is 60 years of age or over

STUDENT – Any person over 16 in full time education

YOUNG HERO – Any person under the age of 16

- a) From time to time we may need to increase the price of Membership. We will provide at least one month’s notice of any planned price increase and will make it very clear when the price increase will come into effect. Any price increase will only affect you when you renew your Membership at the prevailing rate. You will of course have the option at the end of your 12 month Membership to determine whether to renew.

4. Membership Cards

Once you've registered as a Member we'll send you a Membership card. You can only have one Membership account at a time. This card proves that you're a Helensburgh Heroes Member and must be presented when attending events or making purchases in the Heroes Centre.

- a) Your Membership card belongs to Helensburgh Heroes. We've the right to take it back or change its terms and conditions at any time.
- b) Your Membership card:
 - is not a credit card, cheque guarantee card, debit card or savings account card
 - must be signed on the reverse by the person who has applied and successfully become a Member
 - can only be used by you and is not transferrable
 - can't be used by any kind of organisation or business
- c) You're responsible for keeping your Membership card safe. If you lose it or someone steals it and uses it, we're not responsible for any consequences that happen as a result.

5. Your Membership

- a) You promise that the information you provide us with is true, accurate and complete and that you will keep it updated (including current email address).
- b) Your Membership is not transferrable. Membership is not an automatic right, it is for the benefit of our community and its members. We hope that you will enjoy being a Helensburgh Heroes' member for a long time, but we may, using reasonable discretion, determine that your use of your Membership breaches the spirit of these terms.
- c) We can suspend or terminate any Membership Account at any time for any of the following reasons:
 - You breach these terms
 - You act in a way that does not align with our values
 - You act in a way that could cause harm
- d) You can manage your Membership account online at <https://membermojo.co.uk/helensburghheroes/signin>
- e) You can access your Membership account, change your name/address and change your preferences. If someone uses your password or personal details to access your Membership Account because you haven't kept them safe we're not responsible for anything that happens as a result.
- f) If, following a reminder informing you that your Membership is due to expire, you allow your Membership to lapse, you have a period of 6 weeks to re-activate, and continue using, the same Membership account. If no action is taken within this 6 week period, you will need to apply for a new Membership if you wish to benefit from our scheme.

6. Membership Benefits

Your membership entitles you to the following:

- 5% discount on any purchase made in the Heroes Centre including Hucksters Café
- Advance Notification of Events and Activities organised by Helensburgh Heroes
- Exclusive Event Pre Sale Period (this does not guarantee attendance)
- Exclusive Member Events (this does not guarantee attendance)
- Regular News and Updates
- Contribute to the shaping of the Charities activities

You will automatically be notified of any additional benefits as they become effective.

7. How to claim your 5% discount on purchases

To receive your 5% on any purchase made in the Heroes Centre including Hucksters Café, you must present your Membership card at the time of purchase. If a membership card is not presented at the time of purchase a discount cannot be retrospectively applied.

8. Gift Aid

If you ticked the box on the Membership Application form to make a donation to Helensburgh Heroes, you will need to tick the Gift Aid box on the application for your donation to be treated as Gift Aid. This means that for every £1 you give, the charity will be able to reclaim a certain amount from HM Revenue & Customs, helping your donation go further. For your donation to qualify for Gift Aid you must be a UK taxpayer and pay enough UK Income tax and/or Capital Gains Tax to cover all your charitable donations in that tax year. If you pay less Income Tax and/or Capital Gains Tax in a tax year than the amount of Gift Aid claimed on all your donations it is your responsibility to pay any difference.

9. Refunds, forgotten or stolen cards, cancelling Membership, and other information

- Refunds or returns:** If you buy goods or services from us, having claimed a 5% discount, and then return them for a refund, the refund will be given with the 5% discount applied.
- Lost or stolen cards:** If your Membership card goes missing you must tell us right away. You can do this via members@helensburghheroes.com, in person at 28 Sinclair Street, Helensburgh during opening hours or by phone 01436 653098. We will then arrange to issue a replacement.
- Cancelling your Membership:** You can cancel your Membership after a period of 12 months by not renewing it for the following year. If you do not renew your membership, your membership will be cancelled and you will not be entitled to any of membership benefits.
- Changes to terms and conditions:** We've the right to change these terms and conditions by giving you reasonable notice – for legal, regulatory, business or policy reasons. If you continue to use your Membership card after any change, this will be an acceptance of these new terms and conditions.

10. Membership Services Contact

Membership Services can be contacted Monday to Saturday 09.00am – 5.00pm

Email: members@helensburghheroes.com

Tel: 01436 653098

In Person: Heroes Centre, 28 Sinclair Street, Helensburgh, G84 8SU