

# Wildfire Women Community

## Terms and Conditions

These terms and conditions form the basis of the legal relationship between a Member and Wildfire Women. By proceeding with the registration/joining process, you agree to be bound by these terms and conditions

### Membership criteria

Membership of Wildfire Women is open to individuals who are in business on their own account; companies, corporations, firms and other organisations; members of professions; voluntary, social and public sector agencies, charities, organisations or bodies.

1. This agreement will become binding on you and us when we contact you to confirm your membership application has been accepted, at which point a contract will come into existence between you and us.
2. You cannot transfer this agreement to anyone else.
3. You agree to advise us immediately of any change to the Members Details provided.
4. Members must be 16 or older.
5. We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these terms that is caused by any event that is outside of our reasonable control.
6. This agreement is governed by English Law.
7. As a member of Wildfire Women you will receive a wide range of benefits. A typical membership package may include: access to our phone and email advice lines, networking socials, promotion and endorsement on our social media and website, regular tailored bulletins of sector news, funding opportunities, research and new thinking, opportunities to collaborate and share with other members, a 10% discount on all Wildfire Women consultancy, training, workshops and coaching.
8. We reserve the right to change the benefits that apply to Wildfire Women membership at any time and without prior notice.
9. Your membership is a rolling monthly agreement from the delivery of your first payment.

## Membership Terms

Your membership will continue month-to-month until terminated. To remain a member, you must provide a current, valid, accepted method of payment, which you may update from time to time ("Payment Method"). Unless you cancel your membership before your monthly billing date, you authorise us to charge your next month's membership fee to your Payment Method (see "Cancellation" below).

## Free Trials

1. Your membership may start with a free trial. The free trial period of your membership lasts for 1-3 months, or as otherwise specified during sign-up and is intended to allow new members and certain former members to try the service.
2. Free trial eligibility is determined by Wildfire Women at its sole discretion and we may limit eligibility to prevent free trial abuse. We reserve the right to revoke the free trial and put your account on hold in the event that we determine that you are not eligible.
3. We will charge your Payment Method for your monthly membership fee at the end of the free trial period unless you cancel your membership prior to the end of the free trial period To view the monthly membership price and end date of your free trial period, log in to your Customer Portal:  
<https://thecreativeintrovert.chargebeeportal.com/>

## Billing

1. **Billing Cycle.** The membership fee for the members network and any other charges you may incur in connection with your use of the service, such as taxes and possible transaction fees, will be charged on a monthly basis to your Payment Method on the calendar day corresponding to the commencement of the paying portion of your membership. In some cases your payment date may change, for example if your Payment Method has not successfully settled or if your paid membership began on a day not contained in a given month.
2. **Payment Methods.** You can change your Payment Method by visiting our website and clicking on the "Your Account" link. If a payment is not successfully settled, due to expiration, insufficient funds, or otherwise, and you do not change your Payment Method or cancel your account, we may suspend your access to the service until we have obtained a valid Payment Method. When you update your Payment Method, you authorise us to continue charging the updated Payment Method, and you remain responsible for any uncollected amounts. This may result

in a change to your payment billing dates. For some Payment Methods, the issuer of your Payment Method may charge you certain fees, such as a foreign transaction fee or other fees relating to the processing of your Payment Method.

3. **Cancellation.** You can cancel your membership at any time, and you will continue to have access to the service through the end of your monthly billing period. To the extent permitted by the applicable law, payments are non-refundable and we do not provide refunds or credits for any partial-month membership periods. To cancel, log in to your Customer Portal:  
<https://alwayspossible.chargebeeportal.com/> go to the "Your Account" page and follow the instructions for cancellation. If you cancel your membership, your account will automatically close at the end of your current billing period.
4. **Changes to the Price and Service Plans.** We may change our service plans and the price of our service from time to time; however, any price changes or changes to our service plans will apply to you no earlier than 30 days following notice to you.

## Contacting us

1. If you have any questions or if you have any complaints, please contact us. You can contact us by e-mailing [hello@wildfirewomen.co.uk](mailto:hello@wildfirewomen.co.uk)

## Personal Information

1. We will use the personal information you provide to us to:
  - (a) provide your membership services;
  - (b) process your membership payment; and
  - (c) inform you about similar products or services that we, or selected third parties provide, but you may stop receiving these at any time by contacting us.
2. We will not give your personal data to any third party.

## Events

1. Members may be invited to events organised by us or our partners, to enable members to gain information and make the best use of networking opportunities.
2. Cancellations made 14 days or more before any chargeable event will be refunded in full. Cancellations after that date will be charged in full, although substitute attendees can be made at any time.

## Variation

1. We may change these terms and conditions at any time upon giving you 14 days prior written notice. The most recent edition of these terms and conditions will be binding upon you.
2. Members may exit the contract without penalty if they do not accept any proposed variation.

## Entire agreement

These terms and conditions supersede all prior agreements, negotiations, representations and proposals, whether written or oral, concerning the subject matter of the terms and conditions of your membership of Wildfire Women.

## Errors and omissions

Every care is taken to ensure that all information in Wildfire Women's publications, including the website and e-newsletter, is correct. However, there may still be errors and we apologise for any inconvenience that this may cause. If you find an error or omission, please let us know, and we will verify it and correct it as soon as possible.