

## **Memberships, Donations and Gift Aid Terms and Conditions**

The National Centre for Writing strives for best practice in its fundraising and is registered with the Fundraising Regulator. We are transparent with our donors and supporters, ensuring that our fundraising is legal, open, honest, and respectful.

### **MEMBERSHIPS TERMS AND CONDITIONS**

Memberships help us to carry out our charitable objectives supporting writers, creative writing and maintain our Grade I listed building. In return for supporting our charitable work, our Members are thanked with a set of benefits commensurate with their level of support.

The following Terms & Conditions relate to National Centre for Writing Memberships and purchased or renewed on or after 1 August 2023.

#### **1. Definitions**

Membership relates to any National Centre for Writing Membership package: Supporters Circle, Robert Toppe's Collections Company and NCW Society. These titles are subject to change.

National Centre for Writing [NCW] is a registered charity and company. The principal trading address is 115-123 King St, Norwich, NR1 1QE.

Registered company number 05242876.

Registered charity number 1110725.

Terms means the National Centre for Writing's Terms and Conditions as set out in this document.

#### **2. Benefits**

2.1 As a Member you are entitled to the benefits listed on the relevant Membership page of the NCW's website, subject to availability of the benefits and these Terms.

2.2 NCW reserves the right to make changes to these Terms including to the Membership benefits. We may make minor changes to reflect any changes in relevant laws or to implement adjustments that will have no significant effect on your Membership benefits. For more significant changes we will notify you in advance. In these instances, you will be offered to chance to contact us to cancel the Membership before the changes take effect. If you choose to cancel the Membership before the changes take effect you will receive a pro-rata refund for the remaining term of your Membership.

2.3 NCW reserves the right in its absolute discretion to change the Membership fee each year. Membership fee changes will not come into effect until the expiry of your current subscription term.

2.4 Membership does not guarantee access to tickets and ticket limits per event/transaction may apply. Priority booking applies to events selected by NCW in its sole discretion.

2.5 As a Member, you will receive emails from NCW about upcoming events, broadcasts and supporting the organisation and venue. You may also receive brochures and selected communications by post. You can view details of our [Privacy Policy](#) and change your contact preferences any time by contacting our office (01603 877177) or by logging in via your account on our website. You can also unsubscribe from NCW emails via the unsubscribe link within emails sent to you by NCW.

### **3. Membership Terms**

3.1 Membership of NCW is an annual Membership and payment in full covers an active period of 12 months' Membership from the date of purchase.

3.2 You can renew or upgrade your Membership and update your details at any time by contacting NCW on [development@nationalcentreforwriting.org.uk](mailto:development@nationalcentreforwriting.org.uk) or 01603 877177.

3.3 Gift Membership vouchers are non-transferable and can be activated within 12 months of the date of issue as stated on the voucher. Once activated, Gift Memberships are valid for 12 months and subject NCW Terms.

3.4 Memberships are non-transferable. Benefits are for the named holder of the Membership only.

3.5 We may store encrypted credit card details to enable you to make repeat purchases via our website. The credit card details are not visible to us. You can ask us to remove these details at any time by contacting NCW on [development@nationalcentreforwriting.org.uk](mailto:development@nationalcentreforwriting.org.uk) or 01603 877177.

3.6 As part of your Membership, NCW may send you information about any organisation which we feel these could be of interest to you. This contact may be by post, telephone and/or email.

3.7 You are responsible for informing us of changes to your personal details. Please do not share your individual password for our website with anyone else.

### **4. VAT**

4.1 All Membership levels are zero-rated for VAT. Stated benefits are: provided at zero cost to NCW; have no material value; relate to fundraising events exempted from VAT.

### **5. Terminating your Membership**

5.1 You may cancel your Membership at any time by contacting NCW on [development@nationalcentreforwriting.org.uk](mailto:development@nationalcentreforwriting.org.uk). Once cancelled, NCW will take no further payment will be taken for Membership. Any auto-renewal payment will be deactivated.

5.2 Unless Term 2.2 is activated, your Membership payment is non-refundable. NCW does not offer any partial or pro-rata refunds of Memberships and has no liability for any unused Membership.

5.3 Upon notification of the death of a Member auto-renewal payment will be deactivated. In such instances, NCW will allow Membership benefits to be transferred to a named individual for the remainder of the annual Membership period.

## **6. Direct Debits**

6.1 We currently do not offer direct debits for Memberships.

6.2 You may pay for your Membership by Standing Order, cheque, cash, or bank transfer. To discuss these options, contact [development@nationalcentreforwriting.org.uk](mailto:development@nationalcentreforwriting.org.uk) or 01603 877177

## **7. Your obligations as a Member**

7.1 We reserve the right to, if necessary, revoke Membership without refund if an individual behaves in a threatening, abusive or otherwise inappropriate manner towards any person at NCW, damages or threatens to damage any property or venue of NCW or acts in a manner which – in NCW's sole opinion – brings the organisation into disrepute.

## **8. Accreditation**

For those Memberships that include accreditation as a benefit, this accreditation will be added to the NCW website, in publications and/or on site. The fulfilment of this accreditation will take place at NCW's discretion:

- Onsite signage will be always visible unless for exceptional circumstances.
- Accreditation may be removed if an individual brings their own or NCW's reputation into disrepute.
- Supporters will remain anonymous on all accreditation sites until they confirm they are willing to be credited for their support and provide a name for accreditation.
- Accreditation can be requested for removal by a named Member at any point within a Membership cycle excluding pre-existing print. Removal from on-site signage will be undertaken within a reasonable time frame as determined by NCW.

## **9. Data Protection**

9.1 For more information on how we look after your personal information please see our [Privacy Policy](#).

9.2 You can change your contact preferences any time by contacting our office or logging in via the Account section of our website.

## **DONATIONS & GIFT AID TERMS AND CONDITIONS**

### **1. Donations**

1.1 All donations made to the National Centre for Writing are non-refundable as per charity law, except in exceptional circumstances. This applies to donations made via any payment method, online, via telephone, post or in-person.

1.2 Donations made through third-party platforms are subject to their terms and conditions.

1.3 NCW will utilise your donation for the purpose for which it was given, as stated at the point of donation.

### **2. Gift Aid**

2.1 Gift Aid can only be claimed on donations when we have a valid Gift Aid declaration on record for the named donor. A donor to NCW can make a declaration in writing or verbally to a Member of NCW development or finance team (which we will confirm in writing) or when joining our Membership scheme online. Online Gift Aid declarations will be stored via our Box Office, Spektrix.

2.2 To be eligible for Gift Aid you must be a UK taxpayer and have paid at least the same amount of UK income tax or capital gains tax as we (and any other charitable donations for which you claim relief) would reclaim on your donation.

If you have any questions about supporting the National Centre for Writing, please contact [development@nationalcentreforwriting.org.uk](mailto:development@nationalcentreforwriting.org.uk).