



# MEMBERSHIP POLICY

Thank you for your interest in becoming a member of Burning Nights CRPS Support. By uniting the strength and passion of all our members, we want to achieve a better quality of life for everyone affected by Complex Regional Pain Syndrome (CRPS).

By becoming a member of Burning Nights CRPS Support, you are only entitled to the benefits outlined on the website and in our **Terms and Conditions**. Whilst we recognise the importance of the voice of our members in the work we do and have mechanisms in place to seek members' opinions on a variety of topics, a member has no right to vote on decisions around how the charity operates.

By signing up for membership with Burning Nights CRPS Support you accept the following terms and conditions of use.

## General

- Memberships are non-transferable and are for a minimum of 12 months.
- Members accept that the collection and processing of a range of personal data is necessary. Further details can be found in our **Privacy Policy and Data Protection (GDPR) Policy**.
- It is the Member's responsibility to inform Burning Nights CRPS Support of any changes to details, particularly contact information, communication preferences and Gift Aid status.
- Burning Nights CRPS Support reserves the right to remove, alter or add membership benefits during your membership term.
- To cancel your membership, please contact the membership team directly with at least seven (7) days' notice from the date you wish to cancel your subscription.
- Burning Nights CRPS Support reserves the right to increase membership fees with advance notification.

## Subscription & Payment

- We regard applications for membership as if under the Distance Selling Regulations for the purposes of cancellation. Any requests for a full cancellation and refund must be made within seven working days from the day after the subscription began. After this cancellation period, all membership fees are non-refundable once payment has been received. Any request for refund must be submitted in writing and must then be reviewed and authorised by Burning Nights CRPS Support Trustees. In exceptional circumstances, the membership team may consider offering a refund outside the above conditions, in some cases this may be a part refund to cover our administrative costs and bank processing fees.
- Please note that under the Charities Act 2011 (Section 65), we are not permitted to refund any additional donation payment.

**Burning Nights CRPS Support** (Working to improve life for all those affected by Complex Regional Pain Syndrome (CRPS))

**Registered Address:** 1 Alder Brook, Chinley, High Peak, Derbyshire SK23 6DN

**Tel:** 01663 795055

**Email:** support@burningnightscrps.org

**Web:** www.burningnightscrps.org

**Charity Registration Number 1166522** (England & Wales)



- If you are paying for your membership by monthly Direct Debit, you are committing to make a minimum of 12 monthly consecutive payments. Payments will continue until you cancel your Direct Debit with your Bank or Building Society. If the full amount for the first year has not been taken, the remainder will be outstanding and alternative payment will be required.
- If you wish to cancel your Direct Debit through GoCardless, please cancel this with your Bank or Building Society and let us know.

## Cancellation

Burning Nights CRPS Support reserves the right to cancel a membership at any time for reasons including but not limited to:

- Bullying of other members
- Bringing the charity into disrepute
- Abusing members of staff or volunteers of Burning Nights CRPS Support
- Acts of fraud against the charity or other organisations connected to the charity

You have the right to cancel your membership at any time.

To cancel your free account, you can do so in your **Account** settings.

## How To Cancel

If you wish to cancel your membership because you are unhappy with the quality of the service provided or you think we falsely advertised the benefits, please contact the office on **[support@burningnightscrps.org](mailto:support@burningnightscrps.org)** or **01663 795 055 (UK)**.

## Renewing Your Membership

There is no need to renew the free Burning Nights CRPS Support account. It runs until you no longer wish to use it.

You can renew your UK and International membership through the website or by contacting the office on **[support@burningnightscrps.org](mailto:support@burningnightscrps.org)** or **01663 795 055 (UK)**. If you do not renew a paid for membership (UK or International) it will automatically change to a free account once it expires.

## Membership Scheme & Benefits

Burning Nights CRPS Support has two main membership schemes available to anybody touched by CRPS: UK Membership and International Membership. We also have a Free Account which gives you access to our Online Community Forum. The benefits of each scheme are outlined on the



**Membership** section of the website. Burning Nights CRPS Support reserves the right to amend or cancel any benefits of each scheme and will notify members in advance of doing so.

Once signed up for membership, members will receive:

- A welcome pack, including CRPS information literature
- 'I have CRPS' / 'I care for someone with CRPS' card
- Membership communications, including regular email newsletters
- Membership Newsletter twice a year
- Take part in research studies

**Please note:** If you wish to opt out of receiving general emails or the membership communications twice a year, please just let us know. Any communications directly regarding your subscription or payment will continue to be sent.

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## Further Information

For further information, contact us:

Email: [support@burningnightscrps.org](mailto:support@burningnightscrps.org)

Tel: **01663 795 055 (UK)**

Post: **1 Alder Brook, Chinley, High Peak, Derbyshire, SK23 6DN, United Kingdom**

Or visit:

**[Become A Member](#)**

**[General Policies](#)**

