HAMPSHIRE CARE ASSOCIATION

Membership Terms and Conditions

Effective from 1st October 2026

1. About these terms

These terms and conditions ("Terms") apply to every care provider that applies for or holds membership with Hampshire Care Association ("HCA", "we", "us", "our"). By submitting a membership application on our Join Us pages, or by paying a membership fee, you ("Member", "you", "your") agree to be bound by these Terms.

2. Definitions

- "Membership Year" means the 12-month period beginning on your membership start date or each subsequent renewal date.
- "Membership Fee" means the fee for your chosen membership tier (Individual, Joint, Group or Large Group), as published on our Join Us pages at the time of your application or renewal.
- "Member Portal" means the online account area on www.hampshirecare.org through which you manage your membership.

3. Eligibility

HCA membership is open to CQC-registered adult social care providers operating in Hampshire, Southampton and Portsmouth, including residential, nursing, domiciliary, learning disability and mental health services. We reserve the right to decline an application or to suspend or end membership if you do not meet, or no longer meet, these eligibility criteria.

4. Membership tiers and fees

We offer a range of membership tiers (currently Individual, Joint, Group and Large Group) to suit organisations of different sizes, as set out on our Join Us pages. Membership Fees are inclusive of VAT and are payable annually in advance unless we agree otherwise in writing.

5. Payment terms

- Membership Fees are due at sign-up and on each renewal date, and are collected by card payment or Direct Debit using the details you provide.
- Membership benefits and Member Portal access begin once full payment has been received.
- If a payment fails or is not received, we may suspend access to member benefits until the outstanding amount is paid.
- We'll always contact you directly before suspending access for non-payment, so we can resolve any genuine payment issue first.

6. Cancellations and refunds

If you change your mind, you may cancel within 14 days of your membership start date for a full refund, provided you have not made substantial use of member benefits during that period. If you have used member benefits during those 14 days, we may deduct a fair, proportionate amount reflecting that use.

Outside of this initial 14-day period, Membership Fees are non-refundable, including where you cancel partway through a Membership Year or choose not to renew, except for the renewal-payment refund window

described in Section 8. This reflects that HCA plans its advocacy, events and support around confirmed membership income for the year ahead.

7. Length of agreement and auto-renewal

Your initial membership runs for 12 months from your start date. To avoid the need to reapply each year, membership renews automatically for further 12-month periods at the then-current Membership Fee, using the payment card or Direct Debit details you have on file, unless you cancel in line with Section 8 below. We'll email you ahead of each renewal to let you know it's coming up and what the fee will be.

If your card or Direct Debit details have expired or can't be charged at renewal, we'll try to let you know. If payment cannot be taken, your membership will lapse, and benefits will end. If this happens in error, or you'd like to update your details and rejoin, just get in touch.

8. How and when to cancel

You can cancel your membership or turn off auto-renewal at any time via our contact us form at www.hampshirecare.org/pages/contact-us-, or via the Member Portal if this option is available.

If you cancel before your renewal date, no further payment will be taken, and your membership will end on that date. If your renewal payment has already been taken by card or Direct Debit by the time you get in touch, let us know within 14 days of that payment, and we'll refund it in full, no questions asked.

We may suspend or end your membership, with written notice, if: you breach these Terms; a payment remains unpaid after we've followed up with you; your organisation is no longer CQC-registered or no longer operates in Hampshire, Southampton or Portsmouth; or your conduct is seriously damaging to HCA, our staff, or our wider membership community. On ending membership for any reason, your access to member benefits, the Member Portal and our peer WhatsApp group will be removed.

9. What HCA provides

For the duration of your membership, we will use reasonable endeavours to provide the benefits described on our Member Benefits pages as they stand at the time, which may include: representation and advocacy on sector issues; access to member-only events and member ticket pricing for meetings and conferences; access to our peer-to-peer WhatsApp community; a HCA member certificate; use of the HCA digital badge; sector news, insight and signposting; and eligibility to take part in HCA awards and initiatives. We keep our offer under review and may add, remove or change specific benefits from time to time to keep membership relevant and valuable — we'll let members know of any significant changes.

10. Member obligations

- Provide accurate, up-to-date details about your organisation and keep them current, including any changes to your CQC registration status.
- Maintain valid CQC registration for the duration of your membership.
- Use the Member Portal, WhatsApp group, and other member resources appropriately, and do not share access with non-member organisations.
- Treat other members, HCA staff, and partners with courtesy and professionalism in all HCA settings, both online and in person, as per the code of conduct and behaviour in item 11.

11. Member Code of Conduct and Behaviour

Members are expected to behave respectfully, professionally and appropriately whenever engaging with HCA, whether in person or online. This includes interactions with HCA staff, other members, patrons, sponsors, colleagues, speakers, partners and other industry professionals connected with HCA.

Members must:

- Treat others with courtesy, respect and professionalism, recognising that HCA brings together people with different roles, views and experiences.
- Communicate appropriately and constructively, including at HCA events, meetings, webinars, networking opportunities, WhatsApp groups, email and other online platforms.
- Avoid behaviour that could reasonably be considered threatening, intimidating, abusive, discriminatory, harassing, offensive or otherwise inappropriate.
- Respect professional boundaries and the privacy and confidentiality of others, and do not share personal or confidential information without appropriate consent.
- Use HCA communication channels and networking opportunities for their intended purpose and not for inappropriate solicitation, promotion or commercial activity.
- Follow any specific guidelines or reasonable instructions provided by HCA in relation to events, online communities or other member activities.

HCA may take appropriate action where a member's behaviour falls below these standards. Depending on the nature and seriousness of the conduct, this may include asking the member to modify their behaviour, restricting access to particular HCA activities or platforms, or suspending or ending membership in accordance with these Terms.

12. Use of the HCA name and logo

Members may state that they are members of the Hampshire Care Association. You may not use the HCA name, logo or branding in a way that suggests endorsement of your services beyond your membership status, or in any misleading way, without our prior written agreement. The HCA digital badge can be requested and used in accordance with the user agreement.

13. Data protection

We process the personal and organisational data you provide in connection with your membership in accordance with UK data protection law and our Privacy Policy, available on our website. This includes the contact details of any additional users added to your membership.

14. Our liability

We provide advocacy, information, signposting and networking opportunities on a reasonable endeavours basis; we cannot guarantee particular outcomes from any representation we make on your behalf, or from any advice, information or connections shared through membership. Nothing in these Terms limits our liability for death or personal injury caused by our negligence, fraud, or anything else that cannot lawfully be limited or excluded.

15. Changes to these terms

We may update these Terms from time to time, for example, to reflect changes to our membership offer or to the law. The current version will always be available on our website, and we'll notify members of any material change before it takes effect. Continuing your membership after a change takes effect means you accept the updated Terms.

16. Governing law

These Terms, and any dispute arising from them or from your membership, are governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the courts of England and Wales.

17. Contact us

If you have any questions about these Terms or your membership, please get in touch via our contact us form at www.hampshirecare.org/pages/contact-us-, call us on 07434 571207, or write to us at Hampshire Care Association, 132 Bournemouth Road, Chandler's Ford, Hampshire, SO53 3AL.