

# **West Ryde Chamber of Commerce**

## **Membership Policy**

### **Introduction**

The West Ryde Chamber of Commerce is a non-profit incorporated association registered under the Associations Incorporation Act 2009 (NSW).

The Chamber is dedicated to supporting businesses in the 2114 postcode area and surrounding regions through networking, advocacy, events and business services.

This Membership Policy outlines membership eligibility, rights, obligations and management procedures to ensure transparent and effective member services.

This Policy must be read together with the Chamber's Constitution, Privacy Policy and Terms of Use. To the extent of any inconsistency, the Constitution prevails.

### **Purpose**

To clarify membership application and approval processes and minimise misunderstandings.

To standardise membership management and safeguard the rights and interests of both the Chamber and its members.

## **Membership Eligibility & Application**

### Eligibility Requirements

- Membership is open to businesses, professionals and organisations.
- Applicants should have a connection to the local area or business community.
- Membership is non-transferable.

The Chamber may determine eligibility criteria from time to time.

### **Application Process**

To apply for membership, applicants must:

- select the appropriate membership category (e.g. NFP, Standard or Premium);
- complete and submit an application form (online or in writing); and
- provide any information reasonably required by the Chamber.

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Applications are subject to approval by the Board or its delegate. The Chamber reserves the right to accept or decline applications at its discretion.

### **Membership Approval**

Full membership is granted once:

- the application is approved; and
- the applicable membership fee is paid.

Applicants will be notified of the outcome within a reasonable timeframe.

### **Fee Structure**

#### Membership Fees

- Membership fees are payable annually in advance.
- Fees may be reviewed and adjusted by the Board from time to time.
- Members will be given reasonable notice of any changes.

Fees are non-refundable except as required by law.

### **Membership Cycle**

Membership is valid for a period of 12 months from the date of joining or renewal.

### **Renewal Rules**

- Membership renews annually on the anniversary of joining.
- Members will be notified prior to renewal.
- Renewal is subject to payment of the applicable fee.

#### Non-payment Consequences

If payment is not received within 31 days of the renewal date:

- membership may be suspended or cancelled; and
- reapplication may be required.

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The Chamber may allow reinstatement at its discretion.

### **Termination Clauses**

#### Termination by the Chamber

Membership may be suspended or terminated where:

- membership fees remain unpaid;
- the member breaches this Policy, the Terms of Use or the Constitution; or
- the member engages in unlawful or inappropriate conduct that is detrimental to the Chamber.

Before termination (other than for non-payment), the Chamber will:

- provide notice of the issue; and
- give the member a reasonable opportunity to respond.

Decisions are made by the Board or its delegate.

### **Voluntary Resignation**

Members may resign at any time by providing written notice.

Fees already paid are non-refundable except as required by law.

### **Privacy & Data Handling**

The Chamber collects, uses and discloses personal information in accordance with its Privacy Policy.

Personal information is used for purposes including:

- membership administration;
- communication and events; and
- provision of Chamber services.

Any disclosure of personal information (including to service providers or partners) will be carried out in accordance with the Privacy Policy and applicable law.

Members may opt out of marketing communications at any time.

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#### **Member Rights and Obligations**

##### **Member Rights**

Members are entitled to:

- access Chamber services, events and benefits (subject to availability);
- receive communications and updates; and
- participate in Chamber activities in accordance with the Constitution.

##### **Member Obligations**

###### **Members must:**

- comply with this Policy, the Constitution and the Terms of Use;
- provide accurate and up-to-date information;
- act in a professional and respectful manner; and
- not engage in conduct that may harm the Chamber or its members.

#### **Problem Resolution and Complaint Mechanism**

Members may submit complaints in writing to the Chamber.

The Chamber will:

- acknowledge the complaint within a reasonable timeframe;
- investigate the matter; and
- seek to resolve the issue fairly and promptly.

Where appropriate, disputes may be escalated in accordance with the Constitution or referred to mediation.

#### **Changes to Membership Policy**

The Chamber reserves the right to amend this Policy from time to time.

Any changes will take effect once published or otherwise communicated to members.

## **West Ryde Chamber of Commerce**

### **Membership Policy**

#### **Contact**

West Ryde Chamber of Commerce

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