



Link: Compassionate Business Network from St Nicholas Hospice Care

Terms and conditions

Link is a membership club for businesses in the West Suffolk and Thetford area who wish to support the work of St Nicholas Hospice Care and also connect with other like-minded local businesses.

It exists to raise vital funds for the delivery of compassionate end-of-life care in West Suffolk and Thetford, and to offer something back to the business community through networking, collaboration and partnership opportunities.

The following terms and conditions apply to all businesses and their representatives upon confirmation of their membership.

1.0 Membership packages and benefits

1.1 The Corporate membership packages includes the following benefits:

1.1a Invitation to regular networking events

Event invitations will be sent as far in advance as possible and at least 6 weeks beforehand. Members are welcome to bring up to two representatives from their company. Any additional guests from the same company should purchase a single use guest pass which cost £15.

1.1b Access to the online community

The online community is hosted by [BAND](#) app and is intended as a space to keep in touch with news, conversation and support from other members in between networking events. All users are asked to use the platform positively and professionally. Any instances of unacceptable or inappropriate communications may result in removal from the online community.

1.1c Receipt of St Nicholas Hospice Care newsletter

Members will receive regular emails from St Nicholas Hospice Care containing the latest news, events and opportunities to get involved. This will be sent to the contact email address on file or an alternative address you request. You can unsubscribe at any time.

1.1d Business logo and link featured on our website

Member businesses will be listed as supporters of St Nicholas Hospice Care on our website. Members are invited to provide a copy of their logo and website address they wish to be used.

1.1e Acknowledgement of your support for the Hospice in our Annual Report

The name of all member businesses will be included in the Hospice's list of supporters when the Annual Accounts and Annual Report are published. If any business does not wish to be included in this list they can opt-out by emailing partnerships@stnh.org.uk.

1.1f Volunteering opportunities for staff

A range of volunteering opportunities are available including individual roles in areas such as bereavement support, administration and retail for which full training are provided. Or, periodically, one-off volunteering opportunities are available for staff groups such as gardening projects or help at events.

1.2 In addition to the benefits listed above, Partner members also receive the following benefits:

1.2a Use of St Nicholas Hospice Care logo to promote your support

Partner members who wish to do so may use St Nicholas Hospice Care and Link logos in their marketing and communications, provided this is done so appropriately and responsibly, in line with brand guidance provided at the time of issue. It should not be distorted in any way. The original colours should be used whenever possible, and proper contrast maintained with different backgrounds. The Hospice retains the right to withdraw permission to use our logo if:

- A member does not follow the brand guidance provided
- Use of the Hospice's assets misrepresents its brand
- The membership agreement is either terminated, expired or cancelled

1.2b Bespoke Link digital assets, including email signature

Members will be provided with digital assets to promote their support of the Hospice and Link across different media.

1.2c One free place at a Hospice fundraising event, plus 10% off additional places

Applies only to Hospice fundraising events that are organised by the Hospice. It does not include events organised by supporters or third-party companies.

1.2d Celebration of your support on our social media

Partner member's will be thanked publically for supporting the Hospice on social media at the start of their membership, and again six months later.

1.3 In addition to the Corporate and Partner benefits above, Ambassador members also receive the following benefits:

1.3a Celebration of your business on our social media

St Nicholas Hospice Care will work with the member business to agree two social media posts promoting the business's work.

1.3b Opportunity to provide branded merchandise at our events

Specific event and scope of merchandise to be agreed between the member and St Nicholas Hospice Care.

1.3c Opportunity to speak about your business at a networking event

Members can receive a short speaking slot at one of the networking events.

1.3d Press release and photo opportunity publicising your support of the Hospice

To be arranged as appropriate but can include a cheque presentation photo opportunity and press release to local media.

1.4 You can change your membership level at anytime by emailing your request to partnerships@stnh.org.uk. The benefits aligned with your new level of membership will then take effect from the following month.

2.0 Pricing, payment and cancellation

2.1 Membership prices for a 12 month membership are as follows:

- 2.1a Corporate member - £360 per year or £30 per month
- 2.1b Partner member - £660 per year or £55 per month
- 2.1c Ambassador member - £900 per year or £75 per month

2.2 Annual payments apply to the year ahead. Monthly payments made in one month, apply to the following month.

2.3 Once a company has confirmed they wish to join, request for payment will be sent by invoice to the contact person and address provided. Invoices are payable on receipt.

2.4 Payment for Partner and Ambassador Membership packages include two charges; one for promotional and brand benefits, and one for a membership donation. VAT is applicable on the promotional and brand benefits portion. It does not apply to the donation portion.

2.4 For Partner Members, the promotion and brand benefits portion includes benefits 1.2a, 1.2b, 1.2c and 1.2d. For Ambassador Members, the promotion and brand benefits portion includes the same benefits as Partner Members plus 1.3a, 1.3b, 1.3c and 1.3d.

2.5 We require a minimum of 4 weeks' notice if you wish to cancel. Requests should be sent to partnerships@stnh.org.uk. Your membership will run to the end of the month of notice.

2.6 If you are paying on a monthly basis, when you cancel the fee for the month in which you notify us is non-refundable, as the monthly invoices are raised on an in advanced basis.

3.0 Networking events

3.1 Capacity at each event is limited. Members are required to reserve their place at each networking event in advance using the BAND app or by emailing partnerships@stnh.org.uk.

3.2 Non-members or additional guests of members can purchase a single guest pass for £15 by emailing partnerships@stnh.org.uk or calling 01284 653377. Non-members are limited to using this option no more than three times.

3.3 At our events we want to create a positive, professional and welcoming atmosphere. We reserve the right to refuse entry or ask anyone to leave if we feel these standards are not supported.

3.4 During events, Hospice photographers and videographers will capture images for use in publicity. Anyone who does not wish for their image to be used in publicity should email partnerships@stnh.org.uk and notify staff members photographing on the day.

4.0 Keeping in touch and your data

4.1 We will use the contact details you provide to send updates about upcoming events and news from the Hospice etc. Please confirm the correct email, postal and telephone numbers you would like us to use when you register.

4.2 Any information and data you share on the [BAND](#) app is provided to this platform and is not the responsibility of St Nicholas Hospice Care.

4.3 Information about how St Nicholas Hospice Care uses and protects your data, is available at: <https://stnicholashospice.org.uk/yourdata>

5.0 Ending this agreement

5.1 As a charity, St Nicholas Hospice Care must consider any reputational, legal or ethical risks when accepting supporting from other organisations. Membership of Link is at the sole discretion of St Nicholas Hospice Care and it reserves the right to refuse or withdraw Membership as it deems appropriate.

5.2 All members are expected to conduct themselves in a positive, professional manners and treat others with respect at all times. If St Nicholas Hospice Care has reason to believe this is not the case, it reserves the right to withdraw any membership without notice.