



# Individual Membership Terms & Conditions

**Care Professional Organisation**  
*(England & Wales)*

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## 1. About These Terms

These Terms & Conditions apply to all individual memberships purchased from Care Professional Organisation (“we”, “us”, “our”).

By purchasing or renewing membership, you agree to these Terms.

These Terms apply to bronze, silver and gold membership tiers.

If you purchase membership as an individual for personal professional use, you may have rights as a consumer under UK law.

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## 2. Membership Eligibility

You must:

- be at least 18 years old;
- provide accurate registration information;
- maintain accurate contact details;
- comply with applicable professional standards and laws.

We may refuse or revoke membership where eligibility requirements are not met.

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### **3. Membership Services**

Depending on your membership tier, membership may include access to:

- online training and CPD materials;
- wellbeing support services;
- legal support services;
- motoring-related benefits;
- confidential reporting services;
- DBS-related services;
- downloadable resources;
- templates and guidance materials;
- member communications and updates.

Membership benefits may vary by tier and may change from time to time.

We may add, remove or amend benefits where reasonably necessary to:

- improve services;
- comply with legal or regulatory obligations;
- respond to supplier or partner changes;
- maintain platform security or functionality.

Where changes materially reduce membership value, we will provide reasonable notice.

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### **4. Membership Tiers**

Membership is available in:

- Core
- Bronze
- Silver
- Gold

Details of current pricing and benefits are available on our website.

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### **5. Membership Fees & Payment**

Membership fees are payable:

- monthly; or
- annually,

depending on the option selected during sign-up.

Membership subscriptions renew automatically unless cancelled.

You authorise us to collect recurring payments using your chosen payment method.

If payment fails:

- access may be suspended;
- benefits may be withdrawn;
- membership may be cancelled.

Prices may change from time to time. We will provide reasonable notice before any price changes take effect.

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## **6. Automatic Renewals**

Your membership will automatically renew at the end of each billing period unless cancelled before renewal.

We will provide renewal reminders where required by law.

You may cancel at any time through your online account or by contacting us.

Cancellation prevents future renewals but does not usually generate refunds outside the cooling-off period described below.

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## **7. Cooling-Off Rights**

If you purchase membership online as a consumer, you may have a legal right to cancel within 14 days of purchase.

If you cancel within this cooling-off period:

- you may receive a full or partial refund depending on whether membership services have already been used;
- any used services or consumed benefits may be deducted from the refund where legally permitted.

By purchasing membership, you expressly request immediate access to digital services and membership benefits during the cooling-off period.

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## 8. Cancellation

You may cancel membership at any time.

Unless otherwise required by law:

- cancellation takes effect at the end of the current billing period;
- fees already paid are non-refundable outside the cooling-off period.

We may cancel or suspend membership immediately where:

- these Terms are breached;
  - payment is overdue;
  - misuse of services occurs;
  - fraudulent or unlawful activity is suspected;
  - your conduct risks harm to the organisation, its members, staff, partners, or the wider profession.
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## 9. Professional Conduct & Ethics

Members must:

- act professionally and lawfully;
- comply with applicable codes of conduct and ethical standards;
- avoid behaviour likely to damage public trust or confidence.

We reserve the right to investigate concerns regarding member conduct.

Membership may be suspended or revoked where a member:

- brings the organisation into disrepute;
- brings the profession into disrepute;
- engages in abusive, discriminatory, dishonest or unlawful conduct;
- misuses member services or platforms.

Where appropriate, we will normally provide:

- notice of concerns;
- an opportunity to respond;
- a fair review process.

However, we may suspend access immediately where reasonably necessary to protect:

- members;
- the public;
- the organisation;
- confidential information;
- platform security.

Our disciplinary decisions are final unless an appeal process is expressly provided.

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## 10. Online Platforms & Acceptable Use

You must not:

- misuse our website or member platforms;
- attempt unauthorised access;
- upload malicious software;
- share member-only content unlawfully;
- copy or redistribute training materials without permission;
- use services for unlawful purposes.

We may monitor platform usage for security, safeguarding and service improvement purposes.

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## 11. Intellectual Property

All training materials, resources, templates, branding and platform content remain our intellectual property or that of our licensors.

Membership provides a limited personal licence to access and use content for individual professional use only.

You must not:

- reproduce;
- resell;
- distribute;
- commercially exploit

our materials without written permission.

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## 12. Third-Party Services

Some benefits may be provided by third-party partners.

We are not responsible for:

- third-party service availability;
- third-party advice;
- external websites;
- partner operational decisions.

Separate partner terms may apply.

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## **13. Liability**

Nothing in these Terms excludes liability that cannot legally be excluded under applicable law.

Subject to that:

- we are not liable for indirect or consequential losses;
- we do not guarantee uninterrupted platform availability;
- professional materials are provided for general guidance only and are not legal, clinical or regulated professional advice.

Our total liability relating to membership services shall not exceed the membership fees paid during the previous 12 months.

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## **14. Data Protection & Privacy**

We process personal data in accordance with our Privacy Policy.

This may include sharing information with trusted service providers where necessary to deliver membership services.

Members must keep login credentials secure and notify us of suspected unauthorised access.

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## **15. Complaints**

Complaints may be submitted using our published complaints process.

We aim to resolve complaints fairly and promptly.

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## **16. Changes to These Terms**

We may update these Terms where reasonably necessary to:

- reflect legal changes;
- improve services;
- update operational processes;
- respond to security or regulatory requirements.

Updated Terms will be published on our website.

Where changes materially affect members, reasonable notice will be provided.

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## **17. Governing Law**

These Terms are governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.