

# Membership and Marketing Terms and Conditions



Discover Telford is the official tourism organisation promoting Telford and the wider Shropshire area. Our Tourism Membership organisation is promoted under the Visitor Economy Forum brand. It proudly represents tourism, culture and retail attractions, products and services across the visitor economy industry. The Visitor Economy Forum for Telford and Shropshire is our free to join membership with an annual renewal policy. It is administered by Telford & Wrekin Council. It provides a range of marketing, business support and promotional benefits to members in addition to enhanced paid for advertising and marketing opportunities.

This document details the terms and conditions for Membership and Marketing with Discover Telford.

1. Membership of the Visitor Economy Forum is registered via the online members section of the destination website at <http://www.discovertelford.co.uk/login/>
2. Organisations registering for membership will be notified by email after submission of their joining application form and within 2 working days.
3. Discover Telford are not obliged to accept all applications for membership or give any reason for refusal.
4. The request to participate in membership and in marketing is a registration of interest and is not confirmed until Discover Telford confirm it in writing to the member. We have the right to refuse participation.
5. Membership of Discover Telford is free of charge with an annual renewal policy on a rolling opt-out basis.
6. Membership of Discover Telford is not transferable and non-refundable (it is the business that is in membership, not an individual).
7. Should a member wish to cancel its membership this will take two working weeks to process and remove associated online marketing.
8. If membership is cancelled for any given reason, businesses agree to remove any reference to membership of Discover Telford and the Visitor Economy Forum, such as logos and window stickers, immediately from all publicity materials and public areas.
9. Members are provided with the services laid out in the Membership Benefits package released annually each year.
10. Members have access to a range of additional charged for marketing activities that can be booked online or direct with the organisation.

11. Paid for advertising will be charged at the point of booking and payment will be taken through the secure online Civica payments system.
12. All marketing opportunity prices are subject to VAT at the current prevalent rate. This will be charged in addition to the opportunity price stated in the marketing opportunities booklet / information.
13. Online Marketing opportunities are sold on a first come first served basis. Where digital marketing is booked for a specific date, and this date is not available, a suitable alternative will be provided
14. Where copy, content and images are provided by members for marketing purposes, members agree to provide relevant information in the appropriate format by the designated deadline as identified in confirmation of participation. Failure to provide the requested information in the appropriate format by the designated deadline may result in the cancellation of your participation with no credit provided.
15. Accuracy of marketing copy, content and image information is the responsibility of the member, ensuring that the information you provide is true and accurate and does not contravene any applicable laws. You will have the opportunity to proof any information prior to publishing and we will not accept responsibility for any inaccuracies, errors or omissions unless they arise due to our negligence in which case you will be refunded the cost of the marketing opportunity.

Should you require further support, you can contact the Destination Programme team, Telford & Wrekin Council on **01952 380 641** . We aim to respond to all member enquiries within 48 working hours. Members who use the online registration tools provided are likely to gain quicker response times. Alternatively email: [vef@telford.gov.uk](mailto:vef@telford.gov.uk) or write to us: **Destination Programme Team, Wellington Civic Centre, PO Box 457, Wellington, TELFORD, TF1 1LX.**