

## **Terms & Conditions of Membership with BAAL**

### **Membership Contract**

By submitting your application, you are making an offer to subscribe to membership of BAAL which, if accepted by us, will result in a legally binding contract.

When renewing your membership, any payment is confirmation of the continued acceptance of this contract. You may not transfer any of your rights and obligations under these terms and conditions to another person.

All memberships will run for a period of 12 months, the membership term is January to December. If you join BAAL part way through the year your subscription will be offered and charged on a pro-rata basis.

Please note if you join anytime from the 1st August onwards, you will be required to also pay for membership for the following year.

### **Membership Payments**

If you make payment by credit or debit card this will appear on your bank statement as "Mosaic Events". Please be aware due to charges levied by the card merchant any payments disputed by the member with their bank will incur a charge of £20.

### **Membership Renewals**

The membership of those who pay their renewal subscription within the period of grace (7 calendar days) is renewed with effect from the date on which the preceding membership term expired. Membership runs continuously, and the right to enjoy benefits is maintained.

Those who pay a subscription, having previously resigned or whose membership has lapsed, for whatever reason, will be re-enrolled as though they are new members and their membership will not be continuous.

### **Cancellation for new members**

You have 28 calendar days from the date of confirmation of your new membership in which to cancel your subscription. You can notify us of your wish to cancel your new membership by emailing - [admin@BAAL.org.uk](mailto:admin@BAAL.org.uk) or telephone: +44 (0) 330 333 0485.

If you wish to exercise your right to cancel your membership within 28 calendar days, BAAL will refund the full cost. Beyond the 28 calendar days cooling off period, no refunds will be offered at any point during the 12-month period.

The above cancellation rights only apply to new membership applications and will not apply to renewals of existing memberships.

### **Cancellation for current members**

Members who advise BAAL that they will not be renewing their membership will be removed from membership with effect from the date on which their paid-up membership term expires, at which time all benefits and rights will cease. Members who neither renew nor advise BAAL of their intention in this regard are automatically lapsed at the end of the one-month grace period.

BAAL will only keep your personal data for as long as needed to provide your membership benefits and meet our legal and regulatory obligations. For full details on how long we retain different types of data, please see our [privacy policy](#).

### **Consent & Privacy Policy**

BAAL takes your privacy seriously and will process your personal data in accordance with our [privacy policy](#).

### **Member Code of Conduct**

BAAL expects of its members the highest standards of dignity, fairness and integrity. These values and expectations form the basis of the BAAL Code of Conduct that members are requested to abide by. Please click here to read our [full policy](#).

While we trust all members to uphold these standards, BAAL reserves the right to review membership in cases where this Code of Conduct is not maintained or where member behaviour falls short of our professional expectations.

### **Complaints/Disputes Process**

BAAL is committed to providing excellent service to all our members. If you have a concern, complaint, or dispute regarding your membership, please submit it in writing to Katie Worman at [admin@BAAL.org.uk](mailto:admin@BAAL.org.uk). Please include your name, a clear description of your concern, and the outcome you're seeking.

We will acknowledge your complaint within 7 calendar days and aim to provide a full response within 14 calendar days. We take all complaints seriously and will handle your concern with discretion and professionalism.

### **Force Majeure**

Neither party shall be liable to the other for any delay or non-performance of its obligations by reason of matters beyond its control including, but not limited to, any act of terrorism, war, riot, civil commotion, compliance with any law or government order, fire, flood or storm, strikes, or any other industrial dispute, delay in transit, power failure, postal delay, or any event that cannot be reasonably be planned for or avoided.

These Terms and Conditions do not and shall not affect your statutory rights as a consumer.

A person who is not party to these Terms shall not have any rights under or in connection with them under the Contracts (Rights of Third Parties) Act.

### **Variations to this agreement**

BAAL may change these terms and conditions at any time upon giving its members 28 calendar days prior notice. If the BAAL privacy policy changes, we will notify its members and subscribers by e-mail or a place special announcement on the BAAL website.

### **Governing Law and Jurisdiction**

These Terms and Conditions are governed by the laws of England and Wales, and any

disputes arising from your membership will be subject to the exclusive jurisdiction of the courts of England and Wales.

### **Contact**

For any queries relating to BAAL please contact Katie Worman, Membership Coordinator, BAAL, Tower House, Mill Lane, Off Askham Fields Lane, Askham Bryan, York, YO23 3FS or email [admin@BAAL.org.uk](mailto:admin@BAAL.org.uk)

**Membership terms and conditions reviewed – Friday 6 February 2026**