

Membership Terms and Conditions

This page sets out the terms and conditions of membership of the Dental Laboratories Association ('the Association', 'the DLA').

These Terms and Conditions and the content of membership levels are subject to variation from time to time. Variations will be notified in DLJ and on our website.

Both are available on request from:

Membership Team
Dental Laboratories Association
44/46 Wollaton Road
Beeston
Nottingham
NG9 2NR

or by calling 01159 575371.

MEMBERSHIP

Membership levels

The Association has different tiers of membership (which are reflected in 'membership levels') to meet the differing needs of its members. The current membership levels are determined by the number of employees you have

Membership Level	Number of Employees
Level 1	1-2
Level 2	3-5
Level 3	6-10
Level 4	11-14
Level 5	15-24
Level 6	25-49
Level 7	50-99
Level 8	100-149
Level 9	150-199
Level 10	200-249
Level 11	250+

A full definition of the membership levels, and the benefits and privileges available in each, is given on the Association's website.

Your DLA membership year

Your membership year starts on the date that you join the Association (subject to adjustment should you upgrade from one membership level to a more extensive one) (the 'Membership Start Date'). The initial membership year lasts until the end of that calendar month and becomes due for renewal on the 1st January thereafter.

In accordance with, and subject to, the Articles of Association, your membership will be continued unless a written cancellation (via letter or email) is received by the Membership Team or payment is not received. If no cancellation notice is received, and you pay by Direct Debit, you will be moved onto a monthly rolling contract.

Service will commence and you will have access to all level benefits and privileges from acceptance of your application and you will lose the right to cancel your membership as soon as the service has commenced.

Minimum membership period

In order to allow the Association to plan its resources and thereby offer a reliable service to members we require that all members maintain their membership for a minimum period of 12 months from joining (or upgrade if applicable) (the 'Minimum Membership Period').

The Minimum Membership Period runs for 12 months from the Membership Start Date as defined above.

After your Minimum Membership Period, you move onto a monthly rolling contract.

Moving from one membership level to another

Members may move from their current membership level to a more extensive membership level (if such a level exists) at any time. At the point of so doing, your Membership Start Date will be reset, a new Minimum Membership Period will begin. Your new level will be available from the date of your move.

Once the Minimum Membership Period has elapsed, you may move from your current membership level to a cheaper level at any time with no Minimum Membership Period.

In order to allow for the necessary arrangements to be made the Association requires one month's notice to do this (notice may be given 30 days before the end of the Minimum Membership Period to move to a cheaper membership level on the Membership Anniversary.)

Changes to your membership level can be made by contacting the membership team on 01159575371 or on email info@dla.org.uk

Cancellation policy

Within the Minimum Membership Period of 12 months cancellations are not permitted. To the extent payment has not been received at the relevant anniversary, any outstanding balances must be paid on cancellation.

You may cancel your membership by notifying the Membership Team, such notice to expire after the Minimum Membership Period has elapsed. The Association requires at least one month's notice for membership cancellations.

The notice period will be calculated from the point of receipt of the cancellation instruction by the Membership Team and our aim is to acknowledge membership cancellations within one week of receipt. For this reason, if you have not received a response to your resignation within two weeks, it is essential that you contact the Membership Team to ensure that your letter or email has been received.

If you pay for your subscription by monthly Direct Debit instruction, you must inform the DLA office and give one months' notice before cancelling your Direct debit.

Please note that we advise you to cancel your Direct Debit instruction at your bank as well as cancelling your direct debit with ourselves .It is therefore important that you contact the Membership Team as soon as possible if you wish to resign from membership.

If you decide to leave the Association, we would appreciate it if you would tell us why. The Membership Team may ask you to complete a short survey, which will help us improve our services and better meet your needs in the future.

Right to Cancel - "Cooling Off Period"

Our cooling off period is valid for 14 days from the date you join or upgrade your membership. You will only be allowed to cancel if you have not accessed or made use of any of the services which are available to DLA members.

If you upgraded your membership, you will revert back to your original level and the usual terms and conditions will apply for continuing your membership.

Termination of membership

The Association may terminate your membership according to the provisions of the articles of Association. If membership is terminated by expulsion no refund of membership subscriptions will be made and any balance due for the Minimum Membership Period shall remain due and payable.

On cancellation taking effect or on other termination the benefits of the membership level will cease and you will not be entitled to the benefit of any part of the level to be provided or fulfilled after the date of cancellation/termination.

PAYMENT

Subscription fees

Subscription fees for all DLA membership categories are listed below

Membership Level	Amount per month
Level 1	£29
Level 2	£35
Level 3	£47
Level 4	£53
Level 5	£82
Level 6	£98
Level 7	£118
Level 8	£137
Level 9	£171
Level 10	£225
Level 11	£279

Membership fees vary depending on the membership level selected, payment method, and eligibility for any concessionary rates that may be made available from time to time.

The subscription fees will be subject to annual review and the website updated accordingly.

Membership offers

From time to time the Association may make special offers to encourage member recruitment. These offers may include incentives that vary the terms and conditions as laid out here (for example, by offering '13 months for the price of 12') for those eligible for and who accept such offers ('Eligible Acceptances').

These terms and conditions will be varied only as regards the Eligible Acceptances and only to the extent specified in the material accompanying the membership offer in question, all other aspects of these terms and conditions remain in force as regards all members (including Eligible Acceptances) unless otherwise notified.

Paying for your membership

You can only pay for your DLA membership by Monthly Direct Debit.

Unpaid subscription fees

The DLA is a 'not-for-profit' organisation, and membership subscriptions form the majority of the income for the Association. Unpaid subscription fees therefore impact directly on our ability to plan and provide services for members. Consequently the Association reserves the right take necessary steps to recover unpaid subscription fees, including legal action where necessary.

In any circumstance where the subscription fees remain unpaid following the due date for payment, the Association specifically reserves the following rights:

- a) to demand immediate payment of any outstanding sums due
- b) to withdraw the facility to make subsequent payments by instalment
- c) to charge an administration fee of £25 plus any costs of recovery
- d) to add interest to any outstanding amounts at 4% above Bank of England base rate.

If you anticipate any problems with the payment of your subscription, please contact the Membership Team at the earliest opportunity to discuss. In particular, please ensure that you contact the Membership Team if you intend to cancel your Direct Debit instruction and/or use another form of payment, otherwise the DLA will incur bank charges for seeking a Direct Debit payment without an active mandate.

If you have asked us to collect from a specific account and our request is returned by your bank as 'unpaid' on more than two occasions, we will ask you for details of another bank account from which the DLA can successfully collect your payment and reserve the right to pass on any administration charges that may have been incurred as a result.

You agree that any outstanding amounts on your membership account must be cleared on termination (and for the avoidance of doubt) before you can be re-admitted to membership of the Association.

RENEWING MEMBERSHIP

Renewal of your membership

In accordance with, and subject to, the Articles of Association, your membership will be continued unless a written cancellation (via letter or email) is received by the Membership Team.

The amount due from you in respect of the next membership year will be included in your renewals notice prior to your Membership Anniversary. Payment by Direct Debit, fees will be taken at the new rate unless we receive notice of change of membership or termination.

Payment for renewed membership

If you pay your membership subscription by cheque, credit or debit card, it is essential that your payment reaches the Association one week before the Membership Anniversary, to ensure that your membership is not cancelled by us due to default. For your convenience, you will be offered the option to pay by Direct Debit. This has the advantage that your membership can be renewed automatically each year without the need for you to contact the Membership Team.

If you have elected to pay by Direct Debit, we will continue to endeavour to collect your subscription fees for each year from the account notified.

Future subscription fees

Subscription fees will be determined in accordance with the Articles of Association and prior to the Membership Anniversary we will write to you to inform you of the subscription fees for your membership level for the forthcoming year, which will be the fees in force at the time of the Membership Anniversary.

USING DLA MATERIAL

We are the owner of all intellectual property rights in our website, and in all the material, advice documents, templates published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

Provided you are a DLA Member, you may use, copy and print our advice or any page(s) from our website for the purpose of

- Running and / or managing any dental practice you work in, own (either in its entirety, or in partnership, or a share in) or of which you are a director,
- Setting up a dentally related working arrangement between you and another person, or
- Managing your own dental career and/or practice.

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If you breach these terms of use, your right to use our website will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

MEMBERSHIP PREFERENCES

How we communicate with you

When you join the Association, you provide us with your personal details, including your address and email. By giving us this information you are agreeing that the Association may contact you from time to time (by email, SMS text message or post), with information related to services, products and events.

You may, at any time, opt out of receiving communications from the Association, change your contact details or set your email preferences by contacting the membership office.

Privacy

We take your privacy very seriously. Occasionally, in order to enhance your membership, the DLA may provide selected information (excluding 'sensitive personal data') to other organisations. This will only be done, however, when the DLA has approved by licence or other agreement the way in which those organisations will use the information, with a view to improving the value of DLA membership.

Complaints procedure

The Association aims to provide all members with a high level of service and to deliver the benefits and privileges of membership.

However, there may be times when, for whatever reason, the service provided does not meet members' expectations. Should this occur, in the first instance we encourage members to contact the particular department of the Association in question to discuss the matter and to give us the opportunity to investigate and assess the complaint.

There is also a formal complaints procedure that may be followed, full details of which may be found on [the website](#).

Contact the Membership Team

Tel: 01159 575 371

Email: info@dla.org.uk