



LITERACY SPECIALISTS • TEACHERS • ASSESSORS

The Dyslexia Guild Terms and Conditions of Membership

from January 2019

1. Please read this information carefully

It is the responsibility of the member to ensure that the terms and conditions for the membership they enrol on are followed and that Dyslexia Action receives payment as instructed.

2. Member Responsibility

2.1 Members are responsible for ensuring the payment of all membership costs even if the fees are paid for by a third party.

2.2 Members are responsible for ensuring their personal data is current

2.3 Members are responsible for ensuring they adhere to The Dyslexia Guild Code of Practice

2.4 Members are responsible for ensuring they meet specific requirements outlined to maintain their membership if the membership has been allocated on an APEL basis/route.

3. Payment Information

All payments must be made in Pounds Sterling (GBP).

All payments are subject to VAT.

Please note: we reserve the right to withdraw membership and membership grading until all fees have been paid in full and 2.3 and 2.4 above has been met.

4. Payment Methods

4.1 Dyslexia Action accepts VISA, MASTERCARD only. We are unable to accept any other forms of debit or credit card.

4.2 Please note there will be an additional fee of £25+VAT for any payments **not** made online at the time of registration by credit/debit card (i.e. direct debit, cheque or bank transfer).

5. Registration

Following satisfactory completion of the registration process:

5.1 When the payment is by credit or debit card; the member will receive an email/receipt with confirmation of payment

5.2 When the payment is by cheque or bank transfer (pay later option), the member will receive an email/receipt; an invoice requesting payment will then follow

5.3 Membership grades are assigned after all pre-requisite requirements and relevant documentation has been received

5.4 Applications for membership via Accredited Prior Experience and Learning (APEL) will not receive a membership grade higher than Affiliate until all criteria and conditions have been met.

6. Member Cancellation

6.1 You may cancel your membership within 14 days of paying the membership fee and a full refund minus a £25+VAT administration fee.

6.2 Cancellation must be made in writing to guild@dyslexiaaction.org.uk

6.3 Full or partial refunds are not given for cancellations during your annual membership period, including APEL applications who do not meet our criteria (see 5.4.)

6.4. Direct debit payers should give at least 10 working days' notice before the collection date in order for the collection to be stopped and you should also inform your bank. This does not affect the Direct Debit Guarantee.

7. Dyslexia Guild Cancellation of Membership

7.1 Dyslexia Action reserves the right to cancel any membership.

7.2 Dyslexia Action may cancel the membership of anyone who does not meet the conditions via APEL route within a timeframe of the membership start date.

8. Principles governing conduct

8.1 The Dyslexia Guild Code of Practice The Dyslexia Guild Code of Practice outlines the professional conduct and behaviours expected of all Guild Members whatever their grade of membership. The Code encourages and supports all members to improve and maintain their professional practice and to abide by the rules and regulations of their work place setting. It is not intended to replace more general codes of ethics to which those employed in the fields of education, guidance and training may be subject. Dyslexia Guild members and practitioners agree to abide by this Code.

8.2 Netiquette of Guild Forums A copy of our **Acceptable Use Policy** appears on the Guild Forums within the Guild members area

8.3 The Dyslexia Guild Logo. Our logo and other elements of our corporate identity and trademarked and protected under copyright law. The Dyslexia Guild logo distinguishes our members and assures customers that you adhere to our Code of Practice. The Logo is a benefit for fee paying, current members in good standing with the Dyslexia Guild and Dyslexia Action and the parent company, Real Group Limited. We reserve the right to direct you to take down and cease to use our logo and for us to determine whether our logo has been misused.

The logo **does not imply** any of the following:

- That we have approved of an individual, group, process or product used for sales, advertising or other promotional efforts
- That any statements made by you to customers or the general public are true or accurate
- Anything else beyond identifying you as a member of The Dyslexia Guild

9. Contact Details

For further help and advice on Guild membership please contact:

The Dyslexia Guild

guild@dyslexiaaction.org.uk

Tel: +44 (0)1784 222342

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