

## TERMS AND CONDITIONS

### STAGE MANAGEMENT ASSOCIATION

This website is designed to present details of the goods and services provided by the Stage Management Association both to our members and to non members.

You can contact us via email: [admin@stagemanagementassociation.co.uk](mailto:admin@stagemanagementassociation.co.uk) or by telephone: 020 7403 7999 with any queries. There is also an on-line Contact Us form available via the SMA Website.

Prices on the website are updated and may be subject to change but every effort is made to ensure that prices are correct.

### INTRODUCTION

1. The supplier of the goods and services is the: Stage Management Association. The SMA is a Company Limited by Guarantee (England & Wales). Registration Number: 3819176, Registered Office: First Floor, 89 Borough High Street, London SE1 1NL.

### GOODS & SERVICES

#### 1. Membership Subscription Fees.

It is possible to join the SMA at any time of the year; membership is for a continuous twelve month cycle which runs from the month in which you have joined. Please refer to the relevant section on the SMA Website for the current level of fees and individual membership category payment requirements.

Subs are requested two months before they are due by post and email, there then follows a series of reminders. If no payment is received following these reminders, the SMA, according to its rules, suspends the membership. For full details of the reminder and suspension policy please contact the SMA office.

Refunds:

The SMA Professional Membership joining fee and any subscription paid upfront will be refunded in full *only* if your application is not accepted.

If you have changed your mind about subscribing, you may in certain circumstances be able to cancel your membership and receive a full refund of your first subscription. By law you are entitled to withdraw from a purchase within 7 working days after date on which payment is made, however if the contract begins before this seven day period ends, then right of cancellation ends at the time when that performance of service begins. When you apply for SMA Professional or Graduate membership, there is a reference process which normally takes up to a month to complete (see application form for details), but with other types of membership we will process your subscription and will begin performance of the service (which starts with our sending out your membership pack) very soon after that, usually within the seven working day period described above. You may cancel your subscription and receive full reimbursement of the first subscription fee if we receive your cancellation in writing before we have begun performing the service (or, on the rare occasion where we have not begun the service within seven working days of the day after the date on which you signed up for the service, you may cancel any time during such period).

Rejoin:

Please contact the office for full rejoining information.

#### 2. Training & Visits

Throughout the year the SMA organises training courses and seminars for SMA Members and non-members.

AVAILABILITY: Never assume that a course or seminar is full however close to the date, please always contact the SMA Office

PAYMENT: Once you have completed a booking form an invoice will be raised and we will need to receive full payment two weeks before the day of the course to guarantee your place

REFUNDS: SMA Members can receive a full refund on cancellation up to one week before the day of the course

Non members can receive a full refund on cancellation up to two weeks before the day of the course

CANCELLATION: If the SMA is required to cancel a training course, event or seminar for any reason then all payments received will be refunded in full.

#### 3: Goods

The SMA produces a number of products covering the work of stage managers. These can be ordered via the on-line order form on the SMA Website, by telephone or email to the SMA Office, or by posting us a booking form. The products will not be sent out until full payment has been received. Payment can be made by cash, postal order, cheque, bank transfer or Netbanx. If you want to change you order please contact us immediately.

If for any reason you are unhappy with your purchase, you can return it to us in its original condition. By law, customers in the European Union have the right to withdraw from the purchase of an item within seven working days of the day after the date the item is delivered. This applies to all of our products except for digital items (e.g.: e-Books) where the item has been downloaded. We regret that we cannot accept cancellations of the purchase of products where the item has been unsealed. To cancel your purchase within the seven-working-day cooling-off period, please contact the office. Please note that you will be responsible for the costs of returning the items to us unless we delivered the item to you in error, or if the item is damaged or defective. The SMA undertakes to return the full cost of the order within 30days on receipt of the returned goods.

### DELIVERY OF GOODS

SMA products are posted using Royal Mail second class post. Please ensure you provide your complete postal address including post code. If you require an item more urgently the SMA reserves the right to pass on any additional costs to the customer, following prior agreement of said costs. In line with The Office of Fair Trading regulations, the SMA will undertake to deliver the goods ordered within 30days. This time period beginning with the day after the customer has sent the order, unless otherwise previously agreed with the customer. The SMA undertakes to inform the customer before the deadline expires if the deadline cannot be met and to refund the customer in full within a further period of 30days unless an alternative option is agreed.

**PRICE & PAYMENT**

The price for all our goods and services (including any applicable delivery charges) are set out on the SMA Website or can be provided in other formats on request. The invoice you will receive will form the order confirmation where appropriate. You must pay in full for the goods (including any applicable delivery charges) at the time of placing your order.

**GENERAL**

We will not be responsible for any delay in complying or failure to comply with our obligations under these conditions of sale if that delay or failure is due to any circumstances outside our reasonable control including without limitation fire, flood, acts of terrorism or where we are let down by a supplier.

These conditions of sale are in addition to, and do not affect, your statutory rights as a consumer.

Any contract between us will be governed by English law.

**OTHER STATUTORY RIGHTS**

For more information about your other statutory rights, please visit the Department of Trade and Industry's Consumer Gateway website at: [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)