

STAA Terms and Conditions

The Short-Term Accommodation Association (STAA) is the not for profit trade body representing the rapidly expanding short term rental accommodation industry. This page sets out the terms and conditions of membership of the **Short Term Accommodation Association** ('the Association', 'STAA').

These Terms and Conditions and the content of membership are subject to variation from time to time. Variations will be notified to STAA members and on our website and the latest version of these Terms and Conditions and the Membership Definitions will be available on our website.

MEMBERSHIP

Membership packages

The Association has different tiers of membership to meet the differing needs of its members. The current membership packages, banding and fees related to each membership package can be viewed on the STAA's website. A full definition of the membership packages, and the benefits and privileges available in each, may be amended from time to time.

STAA membership year

A membership will start on the date that the member in question joins the Association. Members will be charged on a monthly basis thereafter, unless they opt to pay for a year of membership up front. By default, members will be asked to pay via Direct Debit. The membership fee will be debited from the account supplied when signing up.

In accordance with, and subject to, the Articles of Association, membership will be continued unless a written cancellation (via letter or email) is received by the membership team or payment is not received.

The STAA reserves the right to suspend any member who does not pay their membership fee for two consecutive months unless that member has already paid for the period in question up front.

The STAA reserves the right to change the membership fees. The Association will always communicate fee changes to members in advance of any change of fees. Members should anticipate that fees will increase in line with CPI inflation year on year, although the Association does not commit to such a change in fees.

Service will commence and members will have access to all package benefits and privileges from acceptance of an application and will lose the right to cancel their membership as soon as the service has commenced.

Cancellation policy

Members can cancel their membership at any time with 1 months' notice. Members may cancel their membership by notifying the membership team in writing by email to enquiries@ukstaa.org. STAA membership will end one month following the notification.

Membership banding

The STAA reserves the right to determine the different membership categories and what the criteria for those categories are. Changes will always be communicated to members ahead of them coming into action.

No refunds are made during the membership year for any member who may downgrade to the next membership banding.

Changes to a membership package must be notified to enquiries@ukstaa.org 30 days prior to membership renewal.

Compliance with service policies

The Association reserves the right to refuse continuing access to a service if the terms of the relevant terms and conditions or code of conduct are breached.

Termination of membership

The Association may terminate a membership if a member has breached the terms and conditions or the code of conduct referred to below.

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

Code of Conduct

STAA Members agree to abide by the Code of Conduct. If there is any breach of the detailed Code of Conduct the Association reserves the right to cancel a membership to the Association with immediate effect and all benefits of the membership package will cease and the member will not be entitled to the benefit of any part of the package to be provided or fulfilled after the date of termination.

Refunds will not be made in the case of memberships which are terminated due to a breach in the STAA Code of Conduct.

PAYMENT

Subscription fees

Subscription fees for all STAA membership categories are published on the STAA website. Membership fees vary depending on the membership package selected. The subscription fees will be subject to annual review and the website updated accordingly. Fees are likely to rise in line with CPI inflation on an annual basis. Any change in fee will be communicated to members ahead of becoming effective.

Concessionary rates and eligibility criteria

The Association may, at its discretion, make concessionary rates of membership available from time to time.

Membership offers

From time to time the Association may make special offers to encourage member recruitment.

Paying for your membership

Direct Debit from a nominated bank account will be the preferred method of payment by the STAA. Members can also pay by bank transfer or online payments. Changes to the payment method can be made by contacting the membership team.

Unpaid subscription fees

The STAA 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 the STAA's 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.

If members anticipate any problems with the payment of their subscription, please contact the membership team at the earliest opportunity to discuss at enquiries@ukstaa.org.

Refunds

Once STAA membership has been taken out it is valid for the Membership year as detailed in the Membership period in above. On cancellation of membership or a change in membership package, or whereby the Association terminates the membership, members who have paid in advance will not receive any refund and credits are not given.

RENEWING MEMBERSHIP

Renewal of your membership

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

The amount due in respect of the next membership year will be included in the renewals notice prior to the Membership Anniversary. Fees will become due on renewal unless the STAA receives notice of change of membership or termination.

Future subscription fees

Subscription fees will be determined prior to the Membership Anniversary. The STAA will write to members to inform them of the subscription fees for their membership package for the forthcoming year, which will be the fees in force at the time of the Membership Anniversary.

MEMBERSHIP PREFERENCES

How we communicate with members

When a member joins the Association, they provide the STAA with personal details, including an address and email. By giving this information, members agree that the Association may contact them from time to time (by email, SMS text message or post), with information related to services, products, and events.

Members may, at any time, opt out of receiving communications from the Association, change their contact details or set their email preferences, by contacting the membership team at enquiries@ukstaa.org.

Privacy

We take members' privacy very seriously. Occasionally, in order to enhance membership, the STAA may provide selected information (excluding 'sensitive personal data') to other organisations. This will only be done, however, when the STAA 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 STAA membership.

If members do not wish other organisations to receive any information about them, they must contact the membership team to opt out.

The full online privacy policy for the Association can be viewed on the STAA website.

Affiliate Marketplace

The STAA Affiliates are companies carefully selected by the STAA as potential suppliers of goods and services to the STAA members. However, the information on the STAA website regarding these companies is provided by the affiliate members and the STAA makes no representations or warranties of any kind, express or implied, about its completeness, accuracy, reliability, suitability, or availability.

Through this website members are able to link to other websites which are not under the control of the STAA. The STAA has no control over the nature, content, and availability of those sites. In no event will the STAA be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of these websites.

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 the STAA encourages members to contact the particular department of the Association in question to discuss the matter and to give it the opportunity to investigate and assess the complaint.

If members have any complaints they should contact enquiries@ukstaa.org.

I agree to the above terms and conditions:

For and on behalf of STAA:

For and on behalf of XXXXX:

Signature Shomik Panda

Signature

Name SHOMIK PANDA
(Director General)

Name

Date 01/10/2019

Date

Privacy Policy

UK Short Term Accommodation Association (the “STAA”, “Association”, “We”) are registered in England and Wales under company number **11578113** and have our registered office 310 Vox Studios 1-45 Durham Street, London, United Kingdom, SE11 5JH .

The purpose of this privacy policy (the “Policy”) is to explain how we treat the data we collect/hold from our members and non-members who use our services. This is in accordance with the General Data Protection Regulation (GDPR) (EU) 2016/679. Any future amendments to this Policy will be communicated to you in due course.

We use the data we collect from you to improve our services. By doing so, we act as ‘Data Controllers’ and our team are ‘Data Processors’. We will:

- Ensure your data is kept safe and private.
- Not sell your data or pass to third-party organisations without your consent.
- Always give you ways to update/view your data; and
- Give you ways to manage and review your marketing choices at any time.

HOW WE USE YOUR DATA:

As a membership organisation, we have to use and manage our members data in order to communicate with you and share details of our products, services, membership benefits and campaigns. It is what the law calls ‘legitimate reason’. The same applies when you book an event or buy a publication from us. To some extent, we also have a contractual obligation to contact you as per the Terms and Conditions you agreed on when you joined or being in force for the time being. We also collect/use your data when you update your details.

Hence, your information will be used for:

- Managing your membership – renewals, payments, amendments, changes, etc.
- Providing membership services and benefits, via email and post.
- Keeping you updated about the industry, changes to legislation, events, etc.
- Contacting you for surveys and research.
- As part of the benefits of your membership, some of your data (as with contact details and addresses) might be shared with our regional or other member-led groups which might interest your business, to facilitate their engagement with you. Likewise, you will also have access to their details. Each such group is subject to a confidentiality agreement and shall keep your data secured at all times.
- In order to take advantage of some of your membership benefits, your data will have to be processed. This will be subject to changes if new benefits are added to our portfolio. At the moment, these benefits are:
- If you buy a ticket to an event or order a publication from us, we will also collect the necessary data for that booking or to provide you access to the publication or to post it to you. All relevant information about these transactions will be specified to you at the time of the booking/purchase. As this is a transaction, we will have the legal obligation to process your data on this occasion.
- We will also process your data if that is necessary for compliance with a legal obligation which we are subject to.

WHO HAS ACCESS TO YOUR DATA:

- Employees of the STAA; that is to provide your membership benefits and services.
- Third-party contractors and suppliers of STAA as described above, all part of the services of your membership subscription.

The data that we collect from you will be stored in accordance with the stipulations of the new GDPR and will be kept secure at all times.

In any event, your data will only be transferred to any third-party mentioned in this policy if they have a code of practice in place for Data Protection. We will take all reasonable steps to ensure your data is treated securely and in accordance with this Policy.

HOW LONG WE KEEP YOUR DATA:

Your data is part of your membership records and will be managed on our CRM system while your membership lasts as an auto-renewal contract and, in the event you cease to be a member, we will store the data for another 6 years for our financial records, after which the data will be destroyed.

ACCESSING YOUR PERSONAL INFORMATION:

If applicable, as part of your membership, you will have access to a login-secured members' area on our website, where you can check and update your personal information, as well as your communication preferences. You must not disclose your password to anyone. Any suspicious activity must be immediately communicated to the STAA.

Not all data we hold on you will be accessed in the members' portal, for example, financial records. If you wish to discuss other data that is not available there, please send us a data access request to enquiries@ukstaa.org .