



## **The I Do Handmade Hub Membership Terms & Conditions**

It's important to us that you are completely clear from the outset the way in which we will deliver our services to you. If you are planning to join The Hub ("the Membership") please read these T&Cs in full prior to purchasing.

### **Membership Terms**

The terms cannot be varied and in proceeding to purchase the Membership you will be deemed to have accepted these terms. The terms and conditions set out below apply to the services offered by I Do Handmade. Please read them carefully as they affect your rights and liabilities under law and set out the terms under which I Do Handmade ("we", "our" or "us") provide services to you, as purchaser of the membership. These terms are subject to any rights you have under consumer law to which we are bound and which cannot be waived by contract. Please note we may use third party service providers to provide some or all elements for The Hub.

### **Membership Outline**

The I Do Handmade Hub is a membership platform for entrepreneurs who want to receive a live feed of small business opportunities, connect with other small business owners and help grow their business. The membership is an ongoing commitment where you can ask questions in different groups and seek support and guidance from members across The Hub.

The aim is to provide members with a place full of opportunities in one place, as well as an online community of like-minded business owners to offer advice, ideas and answers to common problems.

The Hub is not tailored to any specific product type or any one person or business but includes information which will be useful for all product selling businesses. It will be incredibly useful for those particularly in the first 5 years of business looking for new ways to grow their product selling business, increase customers and meet business owners.

### **Membership Specifics**

There are four elements to The Hub membership

- i) Access to The Hub which includes over 15 groups to discover opportunities and connect with other business owners
- ii) First access to stall opportunities and stall cancellations with I Do Handmade
- iii) Discounted stall fees and products on the I Do Handmade website
- iv) Access to workshops and a replay library of workshop videos which can be watched at any time (with Hub Membership Plus tier only)
- v) Apply for stalls in offices

#### **1. Access to members area on The Hub**

Members will gain access to the private groups only available when becoming a Hub member. The intention of The Hub is to provide members with a constant growing list of opportunities for small business owners. In addition, it will provide community support and a network of individuals at a similar stage of business who



are facing similar challenges, creating numerous opportunities to ask questions and discuss their own circumstances and get support.

I Do Handmade will be updating The Hub with opportunities and logging in daily.

Please be advised that whilst we hope that members will be able to utilise The Hub, members will also be able to post their own ideas, brainstorm and questions. The groups will be monitored however for this reason I Do Handmade makes no guarantees to the type of content that will be posted within The Hub at any time.

## 2. First access to stalls with I Do Handmade

On The Hub, there will be a group specifically with I Do Handmade advertising stall cancellations, new pop-ups and news. For any stall availability alerts, there is no guarantee these opportunities will be offered to you, as your brand will also need to fit the description of what is required by the venue. Spaces will be offered on a first come first serve basis. Once alerts are published on The Hub, they will be advertised across other channels to non-Hub members.

## 3. Discounted stall fees

Hub members will also have access to a group on The Hub containing links to discounted products and stalls fees that are sold at I Do Handmade's website. Follow the instructions on the relevant product of interest to get the discount. Discounts are applied on top of current promotions.

## 4. Access to live workshops and replay library

If you are a Hub Membership Plus member, live workshops will be hosted by I Do Handmade and each one will be joined by different subject matter experts who are specialists in different areas of business which you will get free access to attend.

The masterclasses will take place every few weeks, directly on The Hub or another similar video conferencing platform, for approximately 1 hour. Unless there are unforeseen circumstances, the video calls will take place on the dates and times shown on The Hub workshop group. Workshops will be gradually added to the calendar throughout the year.

During each weekly live session, we'll hear from the guest on their topic and there will be time for questions afterwards.

By being a Plus member of The Hub, you will have access to the private library of all workshops which will be recorded and saved for you to watch back at any time suitable to you.

## 5. Apply for stalls in offices

I Do Handmade have teamed up with numerous offices around the country, that offers space in their reception and foyer areas for small businesses to retail there and created a way for brands to apply for these spaces free of charge. Some offices ask for a charity donation and this is indicated on the information page.

Members can view all offices on the 'book a stall' group, apply for the office relevant for their brand using the information provided, to make their own decision.

It is the responsibility of the office to get in touch with the brand should they wish to confirm them for a stall. I Do Handmade have asked for the office to reach out to all brands whether they are successful or unsuccessful with their application. It is up to the office whether they would like to have the brand retail in their office, not I Do Handmade. Their decision will depend on the product category, the type of brand, whether they've had that product type recently.

Members have unlimited options to apply for as many offices as they would like to as part of their membership.

## **Behaviour and Code of Conduct**

It is requested that at all times your behaviour towards others is polite and respectful. We will not be held responsible for the behaviour or actions of any other members. Should your behaviour be deemed offensive or inappropriate we reserve the right to remove you from the membership with immediate effect with no refund. Please adhere to the code of conduct that has been created:

*The purpose of our online community group is to provide a supportive and inclusive space for small business owners to connect, exchange ideas, and seek advice. This is a positive and respectful environment, to help each other flourish:*

### **1. Respect and Inclusion:**

*Value and respect the diversity of all community members. Treat all members with respect and embrace different perspectives. Engage in constructive discussions, you may encounter ideas, viewpoints, that you may not understand or disagree with. This Community welcomes multiple approaches and opinions to running a business we encourage members to keep an open mind, and to commit to being thoughtful when sharing.*

### **2. Positive and Supportive Communication:**

*Ensure that all interactions within the community group are positive and supportive. Avoid personal attacks, offensive language, or any form of harassment. Be mindful of the impact your words may have on others, and strive to create a welcoming atmosphere. Any abuse will not be tolerated and membership will be ended without refund..*

### **3. Confidentiality:**

*Respect the privacy of others and maintain confidentiality. Do not share any sensitive or personal information without the explicit consent of the individual involved. Avoid discussing confidential business information that may harm others or violate legal agreements.*

### **4. Self-Promotion and Spam:**

*This is not a platform for excessive self-promotion of your products or services. We'd love to hear about your products and have a designated group 'Promote your products' just for this. Refrain from spamming or posting unrelated content. Focus on providing valuable insights, sharing experiences, and offering support to fellow members.*

### **5. Constructive Feedback:**

*When providing feedback, be constructive and considerate. Offer suggestions and advice in a respectful manner. Critique ideas, not individuals. Remember that everyone is at a different stage in their business journey and may have different perspectives*

### **6. Conflict Resolution:**

*In case of conflicts or disagreements, address them in a respectful and constructive manner. Avoid personal attacks and strive for a resolution that benefits all parties involved. If needed, seek assistance from the group administrators to mediate the conflict by emailing [members@idohandmade.co.uk](mailto:members@idohandmade.co.uk)*

### **7. Reporting Violations:**

*If you witness any behaviour that violates this code of conduct, report it to one of the administrators by emailing [members@idohandmade.co.uk](mailto:members@idohandmade.co.uk) The administrators will take*

*appropriate action, which may include warnings, temporary suspension, or permanent removal from The Hub.*

**8. Copying and forwarding content**

*You are not permitted to sell, rent, lease, assign, sublicense, distribute, transmit, broadcast, commercially exploit, or otherwise transfer content from The Hub. Members will be removed from The Hub with no refund offered if content is forwarded.*

**9. Share accurate information**

*All information you provide on The Hub, must be honest and accurate. You may not use a username that belongs to someone else, impersonates another person, is misleading, is offensive. Do not add deceptive, misleading or fraudulent content to The Hub. We may reject content and choose to do so in our discretion. If you believe your access to or use of The Hub has been breached, compromised, or unauthorised, please notify us immediately at [members@idohandmade.co.uk](mailto:members@idohandmade.co.uk)*

**10. Compliance with Laws:**

*Ensure that all discussions and activities within the community group comply with applicable laws and regulations. Do not engage in any illegal activities or encourage others to do so.*

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***By participating and becoming a member of The Hub, you agree to abide by this code of conduct. Failure to comply may result in removal from the group. Remember, this online community is designed to help business owners grow their business by harnessing the power of community.***

**Disclaimers**

- The aim of the membership is to provide members with a list of potential opportunities that are currently public across the internet, without the need for you to do the searching. All options are for you to explore as a business owner to determine if they are right for your brand.
- As a business owner your business is individual and personal to you and whilst The Hub will contain lots of opportunities, news, promotions and ideas, it is not intended that you action every idea, nor will the opportunities instantly create profit for members overnight.
- We make no guarantees or claims as to the success of any member. The aim is that by having access to The Hub and taking advantage of all of the elements which the membership has to offer, it is to help you signpost towards creating a successful business.
- All opportunities will be taken from public sources, we are not responsible for the suitability, reliability, availability, timeliness, security or accuracy of these opportunities, we are merely signposting towards adverts and promotions live on websites across the internet suitable for small businesses. We are not responsible for any action or inaction which you take as a result of the information within or outside of the membership.
- No indirect damages We are not responsible for any loss of opportunity or any investments which you make. In no event shall we be liable for any indirect, punitive, or consequential damages, including lost profits or business opportunities. research every opportunity to ensure it is legit, and appropriate for your business type.
- No content in this membership should be construed as medical advice, whether mental or physical. If you believe that you require medical attention you should seek assistance from a medical professional immediately.



- We ask that all members to respect the rights of others in respect of their behaviour and privacy. We will not be responsible for the action of any members including for any disclosures made by any members based on information which has been shared within the membership.

### **Contact and Schedule**

It is the intention that the membership will run continuously and that any workshops, will be advertised on the dates shown in the Workshop group. Should an unforeseen reason arise which cause a session(s) to be postponed they will be re-arranged as soon as possible.

Throughout the membership we will be available by email Monday to Friday between 8am to 6pm via [members@idohandmade.co.uk](mailto:members@idohandmade.co.uk) and one of the team will respond as soon as possible.

If you have a technical query relating to accessing the membership please include “Tech” in the subject line of your email correspondence.

You may see us post on social media outside of our core hours. Not all of these posts are live and some will be pre-scheduled. We are passionate about supporting everyone in the membership and where we can we may respond to you out of hours but we make no guarantees that this will always be possible.

### **Payment Terms**

The cost of the membership is set out at the time you subscribe. Choose from the options shown and payments will be via Stripe which will be taken on the same date either each month.

Once you have paid your first monthly payment, you will gain instant access to all of the membership benefits for the month ahead.

Should you wish to cancel you can do so as all membership options are ‘cancel anytime’ simply head to ‘Hub Support’ on The Hub and fill in the form requesting to cancel and we can cancel your next payment (please allow at least 2 working days to process any requests). Your membership will end the day before your next payment

### **Termination and Suspension.**

We may terminate your membership and/or suspend your access to The Hub immediately if you: (i) violate any of the terms outlined in these T&Cs, (ii) use The Hub in a way which has or may negatively reflect on or affect us, our prospects, or our customers, or (iii) if we determine it to be necessary or desirable in our sole discretion. We are not obligated to provide you with any of Your Content used in connection with The Hub after termination.

### **Refunds and Cancellation**

- It is our aim that you will be completely happy with The Hub Membership and find plenty of educational content, networking opportunities and form friendships. However, we appreciate that there may come a time when you wish to leave the Membership.
- Should you wish to cancel your membership you can do so by following the steps under Payment Terms.
- In accordance with Distance Selling Regulations, if you sign up as a subscriber, you have the right to cancel and obtain a full refund within 14 days from the date the subscription began if your Hub



account has not been activated and any membership benefits have not been used. Refund requests should be made in writing to [members@idohandmade.co.uk](mailto:members@idohandmade.co.uk) and a full refund will be provided if the account has not been active.

- In the event that you have accessed any of the benefits on The Hub within the first 14 days of your subscription starting, you are still entitled to a refund but the refund value will be pro rata, determined by the analytics on your account, along with any reasonable costs which have been borne by us in respect of the administrative costs of commencing the membership.
- There is no obligation on us to refund any amounts paid where cancellation requests are made following the 14-day cancellation period.
- We reserve all rights to cancel your membership for any reason without prior notice. In such circumstances a refund will be provided for the remainder of that month as applicable.

## **Privacy and Confidentiality**

Your privacy and protection of your personal data is important to us. Your personal data is protected as set out in our privacy policy which can be found here [www.idohandmade.co.uk/home/privacy-policy/](http://www.idohandmade.co.uk/home/privacy-policy/)

We use Flodesk, Gmail and Circle to manage our communications with you and from time to time may utilise the Facebook Pixel analytics tool.

During the course of the membership you may have access to confidential information, in particular the personal affairs that others may have posted about on the platform. In accepting these terms, you agree that you will not use or disclose to any person, organisation or company, and shall use your best endeavours to prevent the publication of any confidential information relating to any other member.

You accept that any unauthorised disclosure of personal or confidential information belonging to another may amount to immediate dismissal from the membership. Should you decide to leave the Membership then you remain bound by the confidentiality and privacy obligations.

## **Our use of any content you share**

You grant to us all rights, licenses and permissions necessary to display, reproduce, disseminate, and otherwise use non-personal content shared on The Hub. You also grant us the rights to re-use Your Content to market and promote The Hub, such as on our website, in public or private presentations, press releases and interviews, or in connection with our sales and marketing and other publicity efforts. We will of course endeavour to work with you before re-using Your Content. Please also note we may edit or remove posts, or block or disable replies on a topic, at any time in our sole discretion.

## **Intellectual Property**

During your time as a Hub member you will be provided with workshop materials and content. At all times the intellectual property rights and copyrights connected with those materials remain with us. You have the right to use the materials as learning tools but you are not permitted to duplicate or provide copies to third parties. We retain and reserve all of our copyrights.

## **Complaints**

If you have a complaint about the membership this should be made to made in writing to [members@idohandmade.co.uk](mailto:members@idohandmade.co.uk)



## General

We intend to rely on the written terms set out in these terms and conditions for the services that we provide to you in delivery of the membership. These written terms shall constitute the entire agreement between us.

- Should there be any conflict between these terms and any membership hosting platform or payment gateway, these terms shall prevail.
- We may update these terms and conditions from time to time for legal or regulatory reasons or to allow the proper operation of your service. Any changes will be notified to you as soon as possible.
- If any provision or part-provision of these terms and conditions is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any such modification or deletion shall not affect the validity and enforceability of the rest of these terms and conditions.
- These Terms are governed by the laws of England & Wales. The Courts of England & Wales have exclusive jurisdiction over any matter and proceedings arising out of the Membership.