

Terms and Conditions of Membership

Our aim is to ensure that you have a positive and enjoyable experience throughout your time in Membership with Scottish Africa Business Association (“the Association”). We also hope you will benefit fully from all available services and opportunities we offer. The following terms and conditions therefore are intended to be as simple as possible.

1. Membership is open to companies and other organisations regardless of their location. Members do not have to have a base in Scotland or Africa in order to become a Member. Association Membership is open to companies or other organisations and separate business divisions.
2. The Association Membership is a business entitlement rather than a personal one. All employees of the Member Company are therefore entitled to use of all of the Association benefits and services when working on behalf of their Member employer.
3. Membership in the first year is valid for 12 months from the month payment is received by the Chamber.
4. Membership is for a minimum period of 12 months. Members will be contacted for membership renewal as each 12 month term expires.
5. The Association regularly communicates with Members by email, post and telephone. We aim to only approach our Members with information which we believe could be of interest to them. This is an integral part of the Membership and by entering into Membership you agree to be contacted by the Association. The regular communication can be terminated at the Member’s request at any time.
6. We consider our Association a community, so we are all about bringing people together to form relationships and encourage trade, investment and knowledge sharing. Facilitating introductions is at the heart of what we do. For this purpose, we will introduce relevant companies to one another upon request. You may opt out of this at any time.
7. We maintain a database of all of our members. Parts of the information provided by you/your business will be published on the Association website which will also include a hyper link to your own site.
8. Members are entitled and encouraged to take advantage of the various opportunities the Association offers but there is never any obligation or pressure to use any of the services provided by the Association, its partners or through offers provided by members for members. Any agreements between the Member and the Association’s partners are strictly between the two parties, and are not the responsibility of the Association.
9. The Association Membership benefits are subject to change without notice.
10. The Association Membership fee is non-refundable and Membership is non-transferable.
11. Single Membership entitles the Member to one standard entry in the Members Directory, located on the Association's website, all under one company name. Similarly only one company name can be used for any other Associations publications.

12. The Members Directory features company contact information, including details of the principal contact, held by us. This information must only be used for individual contact with another member to introduce an opportunity or service and the member company would need to opt in to any distribution channels. The information must not be used to compile your own database listing, in breach of GDPR laws.
13. Membership fees are based on the membership package option chosen. Member companies cannot choose a package set for companies with fewer than the number of employees in the Member organisation at the relevant location.
14. It is an expressed term of the membership agreement that the member will inform the Association about any changes in the number of employees or other vital aspects of the business. The Association may consider applications for a higher category of membership in individual cases.
15. By submitting an application form you are entering into a legal agreement to join the Association. You may cancel the agreement by giving the Association a written notice within 14 days of the date of the agreement.
16. The Membership is subject to approval and the Association reserves a right to refuse Membership without disclosing any reason.
17. The Association shall have no liability for any losses suffered by a Member as a result of using services offered by a fellow Member. The Association shall have no responsibility for advice given or services provided by its third party service providers even though such providers may have been introduced to the Member by the Association.
18. The Association reserves the right to withdraw, resign or cancel a company's membership at any time and for any reason.

Complaints Handling Process

- Should you have a complaint about the Scottish Africa Business Association please contact us on info@africascot.com. Please give as much detail as possible. Upon receipt of your complaint the following procedures will be adhered to:
 - SABA will ascertain the appropriate person/department to investigate the complaint
 - SABA will acknowledge all complaints within five working days
 - SABA will investigate the complaint and take the appropriate action required
 - If necessary, complaints will be escalated to the Senior Management Team within SABA
 - SABA will endeavour to have completed all investigations within 31 days of receiving the complaint

Following our complaints procedure does not affect your legal rights