



# Institute of Administrative Management Membership Terms and Conditions



[instam.org](http://instam.org)

These terms and conditions form the basis of the contract through which we will deliver a service to you as a member.

On joining us, you are automatically agreeing to these terms and conditions and you are providing us with the appropriate consent to handle your personal information in accordance with the Data Protection Act 1998.

### [Membership Enquiries](#)

If you have any queries, comments or complaints about your subscription please contact our membership team:

Institute of Administrative Management  
Coppice House  
Halesfield 7  
Telford  
TF7 4NA  
Telephone:  
Email: [info@Instam.org](mailto:info@Instam.org)

These Terms and Conditions do not and shall not affect your statutory rights as a consumer.

### [Membership Benefits](#)

As a member you will receive a range of benefits as part of your membership package.

Membership benefits may vary according to the level of membership held.

*We reserve the right to change the benefits and offers that apply to our membership packages at any time and without prior notice.*

Any services provided by an external provider are subject to the provider's own terms and conditions, and we do not accept any responsibility or liability for loss or damage suffered as a result of a fault, error or omission in the provision of these services.

*We reserve the right to adapt and update our links with external providers without prior notice.*

## Membership Applications

New membership applications will be accepted via our website, post, and e-mail. Whether you submit an application online via our website, post, or email us with details of your application, you are making an offer to subscribe to us which, if accepted by us, will result in a legally binding contract.

The legally binding contract is formed only on the date we send you your membership card and confirmation of membership level. This will be sent to your contact address when all supporting evidence has been reviewed and/or assessed.

*Please refer to our generic Terms and Conditions for further information regarding the purchasing of goods and services from us. This is published on our website.*

## Membership Renewals

One month prior to your membership expiring we will let you know that your subscription is up for renewal. At this point you will be asked to confirm your personal details. Your renewal payment is confirmation of the continued acceptance of this contract.

You may not transfer any of your rights and obligations under these terms and conditions to another person. If you wish to cancel your membership, you must inform us of your intention to cancel a minimum of 14 working days prior to the expiry of your subscription. This notice should be provided directly to us, in writing, by letter or email.

No refunds of membership fees will be provided unless the notice requirements are complied with.

## Membership Price

We reserve the right to increase or decrease the price of our membership subscription packages. You will be informed of any fee increase or decrease via our website or through relevant communication channels. If we discover an error in the price of your membership subscription, we will inform you as soon as is reasonably possible. If you discover any error in membership payment you should inform us immediately. Fees publicised on our website are for individual members only.



*Different fees will apply for corporate arrangements.*

One membership card will be provided free of charge with your subscription. Subsequent copies will be printed for a fee of £15.

*For further information please access the corporate membership section on our website.*

### Membership Decline/Removal

We reserve the right to suspend or cancel your application, if we are unable to obtain payment authorisation from the issuer of your card or cheque payment. If you have been convicted of a criminal offence which is not yet spent, or have a prosecution pending, this must be declared. A declaration must also be made of insolvency or un-discharged bankruptcy.

Please note: this information will be treated in the strictest confidence and will only be taken into account if relevant. Spent convictions under the Rehabilitation of Offenders Act need not be disclosed.

If you are accepted into membership, but it subsequently turns out that any or all of the information provided by you was misleading or false, we reserve the right to revoke your membership with immediate effect, without the right of appeal. We also reserve the right to downgrade an application if following initial application it transpires the evidence we have received does not meet our requirements. Our decision in this case is final.

### Cooling Off Period: New Members Only

If you decide not to proceed with your membership application, a 28 day cooling off period will apply. If you wish to cancel your new member subscription, you must notify us within these 28 working days in writing, by email or letter. If a membership card has been issued, this must be returned to us.

The cost of postage and packing applicable to the return of the membership will be at your own expense and we will not be held accountable for any related administration or postage costs.

### Cooling Off Period: Renewals and re-instatements

If you decide not to proceed with your membership renewal or re-instatement a 28 days cooling off period will apply. If you wish to cancel your new member subscription, you must notify us within these 28 days in writing, by email or letter. If a membership card has been issued this must be returned to us.

The cost of postage and packing applicable to the return of the membership will be at your own expense and we will not be held accountable for any related administration or postage costs.

### Professional Code of Conduct

By applying to be a member you are confirming that you will be committed to adhering to our published Professional Code of Conduct.

## Marketing and Communications

On applying to become a member you agree to notify us of any change in your personal circumstances including name, home/work address and e-mail. We are not responsible for any failure, delay or non-receipt of e-communications or Institute magazines. We reserve the right to dispose of any incorrectly addressed packages and their contents without an obligation to refund your membership fee if they are returned to our office.

Neither party shall be liable to the other for any delay or non-performance of its obligations by reason of matters beyond its control including, but not limited to, any act of terrorism, war, riot, civil commotion, compliance with any law or government order, fire, flood or storm, strikes, or any other industrial dispute, delay in transit, power failure, postal delay, or any event that cannot be reasonably be planned for or avoided.

## Data Protection and Use of Personal Data

To the extent that we process any personal data relating to you, we will process that data in accordance with applicable law and our Cookie and Privacy Policies, and will implement and maintain appropriate technical and organisational security measures against unauthorised or unlawful processing of that personal data and against its accidental loss, damage or destruction.

For the purposes of these terms and conditions, the terms “process” and “personal data” shall have the meanings given them in the Data Protection Act 1998.

If you wish to obtain a copy of your personal data held by us please write to us.

An administration fee of £10 will be charged.

## Verification

We will comply with all verifications of membership by third party organisations only if consent has been provided by you.



### [Data Protection via the Website](#)

We will make every effort to ensure that information on our website is accurate. However, this cannot be guaranteed and we accept no liability for any information given via our site or partner websites.

Even if data encryption is used, the security of information transmitted via the internet cannot be guaranteed. Any losses incurred or sustained by users who transmit information by electronic means shall be borne solely and exclusively by such users and in no event shall any such losses in whole or in part be borne by us or our partners.

### [Events](#)

As a member you may be invited to events organised by us or by our partners. You are not obliged to attend. Cancellations made 14 days or more before any chargeable event will be refunded in full. Cancellations after that date will be charged in full, although substitute attendees can be made at any time. Non-attendees will still be charged the full rate and no refunds provided.

Conferences will be subject to separate terms and conditions. Please check these at the time of booking.

### [Contract Variation](#)

We may change these Terms and Conditions at any time upon giving you 14 days prior written notice. The most recent edition of these Terms and Conditions will be binding upon you.

### [Governing Law and Jurisdiction](#)

These Terms and Conditions are governed by English law. You hereby irrevocably submit to the exclusive jurisdiction of the English courts notwithstanding the jurisdiction where you are based.

If any court or competent authority decides that any of the provisions of these Terms are invalid, unlawful or unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.

### [Third parties](#)

A person who is not party to these Terms shall not have any rights under or in connection with them under the Contracts (Rights of Third Parties) Act 1999.

### [IAM Branding](#)

Use of our logo is permitted for professional members (as classified on our website from time to time) in accordance with our published branding guidelines after having first gained permission from the IAM.

### [Entire Agreement](#)

These terms and conditions override any contrary terms or conditions published by us in relation to any membership subscription.