



Membership terms & conditions

Membership agreement

These terms and conditions form an agreement between you (as a member) and us (Pop Chorus Ltd: company number 9092175; VAT number: 337 9878 35; registered address: Unit 3, Alton Business Centre, Valley Lane, Wherstead, Ipswich, IP19 2AX).

In joining to become a member of Pop Chorus you are accepting these terms and conditions – so please ensure you're happy with this agreement before you join.

1. Pop Chorus

- 1.1 Pop Chorus is a feel-good adult contemporary choir, based in Suffolk.
- 1.2 We welcome adults of all abilities. There's no audition, experience required, or need to read music. We teach you the songs and help you find your way.
- 1.3 We unashamedly sing great songs in glorious harmony to backing tracks. Beneficial for your health, happiness and wellbeing.
- 1.4 We encourage you to have fun, make friends, and enjoy extraordinary experiences.

2. Joining

- 2.1 You must be an adult aged 18 years or older, or aged 16 years or older accompanied by a parent or legal guardian who is also a member, to become a Pop Chorus member (subject to proof of identity/age e.g. passport/driving license and proof of legal guardianship if required).
- 2.2 You're welcome to try us out at a free taster session, with absolutely no obligation to join.
- 2.3 If you decide to join, we'll ask you to complete a short registration form, so that we can contact you and keep you up to date.
- 2.4 You choose a 'main' choir group to register as a member of and pay a one-off administrative joining fee of £10 for your name badge, lanyard and lyrics folder (you'll get your name badge towards the end of your first half term).
- 2.5 If you join mid-term your first term's fee will be calculated pro-rata based on the number of weeks remaining.
- 2.6 Thereafter, you pay for membership on an ongoing basis (monthly or termly – see section 5 'Membership fees' below).

3. Membership

- 3.1 Membership entitles you to attend weekly sessions at your main choir group (plus other choir groups as long as they have capacity), rehearsals and performances, website access to support materials (lyric sheets, MP3 audio recordings and video tutorials) and any members support networks (e.g. private Facebook group and WhatsApp groups).
- 3.2 Membership also entitles you to choose to attend any workshops, social excursions, choir trips or special experiences, which are payable individually in addition to your membership fee.

4. Rehearsals and performances

- 4.1 Each group meets for weekly 90-minute rehearsals at a set day/time and venue usually for a minimum 35 weeks per annum split across 3 terms starting in September, January and after Easter, with a week or two break for half term.
- 4.2 Sessions are conducted by regular leaders and on some occasions may be covered by an alternative leader. On very rare occasions sessions may have to be cancelled due to illness or extreme circumstances. We strive to make up for lost sessions but do not guarantee a replacement session.
- 4.3 We reserve the right to occasionally replace weekly sessions with 'big sing' events at alternative venues to enable large numbers of the choir to experience the joy of singing en masse.
- 4.4 Participating in performances is entirely optional, though we usually find once singers give it a go they are hooked. Additional/alternative rehearsals will be scheduled for bigger performances, which participants will be encouraged to attend, and which may be in place of regular weekly sessions.

5. Membership fees

- 5.1 Membership fees are based on a cost per term, are quoted inclusive of VAT at the current rate, and can be paid monthly (direct debit only) or termly.
- 5.2 We recommend paying membership fees by direct debit monthly to spread payments equally throughout the year (including months when no sessions are running).
- 5.3 Both monthly and termly payments can be made by direct debit (through our partner GoCardless). Termly payments may alternatively be made by bank transfer, cheque or cash.
- 5.4 Payments will be taken on or should be paid by the 5th of every month (monthly payments) or every 4th month (termly payments) throughout the year, i.e including summer holidays, as scheduled below:

	Monthly payments	Termly payment
Spring term:	January, February, March and April	January
Summer term:	May, June, July and August	May
Autumn term:	September, October, November and December	September

5.5 When setting up direct debit through GoCardless, please allow at least 10 working days before your first collection is due on the 5th of the month term starts – if this timescale can't be met we'll request you to make a one-off payment to bring your account into line.

5.6 We will help you set up whichever way you pay with your bank, but it is ultimately your responsibility to ensure you have set up correctly with funds available for fees to be paid/collected. While we'll inform you of any problems, we reserve the right to pass on any charges incurred (e.g. for direct debit or cheque failures), and any overdue amounts are payable in full.

5.7 If payment isn't received by the 3rd week of term, whichever way you pay, we reserve the right to suspend your membership – but of course will liaise with you to try to avoid this happening.

6. Fee changes

6.1 We always strive to provide value but will find it necessary to change membership fees from time to time.

6.2 We'll give you at least 1 month notice of any change, including how much and when from, during which period you may choose to stay or cancel your membership (see section 7 'Changing or cancelling your membership' below).

7. Changing or cancelling your membership

7.1 We want membership to work for you but understand feelings and circumstances sometimes change. We urge you to speak to us if you have any concerns; we're always sad to see members go.

7.2 After joining, you have the right to change your mind within 14 days without giving any reason, by emailing sing@popchorus.co.uk – we'll refund you any fees paid for the remainder of the term less any sessions attended to date and joining fee (if applicable).

7.3 After that, you can still suspend or cancel your membership at any time, by emailing sing@popchorus.co.uk letting us know when your last session will be.

7.4 All sessions and outstanding fees must be paid for, or if you've overpaid you can ask for a refund within 3 months of leaving.

8. Ethos and behaviour

8.1 We live and breathe by our 'ethos' (at the end of your Welcome Pack), which details the characteristics that underpin Pop Chorus. This ensures that we all endeavour to treat each other as we'd like to be treated ourselves.

8.2 We urge anyone that encounters behaviour inconsistent with these characteristics brings it to choir founder Yula Andrews' confidential attention (mobile 07788 585441; email sing@popchorus.co.uk).

9. Privacy and intellectual property

9.1 Please also see our [Privacy Policy](#) and [Cookie Policy](#).

9.2 You accept that you may be included in photos, videos or audio recorded at Pop Chorus performances and sessions by Us, choir members, or the wider public, whether deliberately or incidentally and that these may appear on social media or be used for promotional purposes.

9.3 Learning support materials (lyric sheets, arrangements, audio and video files) are intellectual property owned by Pop Chorus Ltd, and only to be used as part of your membership, not to be shared outside or used for any other purpose without express written consent of Yula Andrews, Pop Chorus Director.