

Terms and Conditions

CLIA UK & Ireland
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Full membership of CLIA UK & Ireland is based on the agency not the individual agent. An independent agency (with only one branch) is able to join CLIA UK & Ireland at the indicated costs per year. If the agency is a member of a consortia (Advantage, Worldchoice, Global, TTA, Midconsort Membership) then a discounted rate is available, subject to confirmation.

An agency with more than one branch is invited to join the 'Satellite' membership scheme where each and every branch within the network would need to join CLIA UK & Ireland to facilitate a discounted rate giving all applicable staff access to the CLIA UK & Ireland membership benefits including the online learning. The main branch would be charged at the standard rate as detailed above and any subsequent branch would pay the discounted fee per branch.

Individual Travel Agent (Homeworker) membership is also available for those agents that work from home at a special rate to reflect the fact that this membership is applicable to just one person.

As of 1st January 2016, Standard, Consortia & Satellite Memberships will be limited at **10** profiles per membership only. Homeworkers will be limited to 5 to recognise that some other family members or friends may assist with the running of business. Further profiles per membership will be charged at an incremental fee increase depending on numbers. Any agency wishing to increase their membership profile limit should contact us in writing to ukinfo@cruising.org and will be invoiced accordingly. Rates of increase are noted below

10 – 20 Users – Membership Fee + 50% of full membership

20 – 39 Users – Membership Fee + 100% of full membership

40 and above – Membership Fee + 200% of full membership

Membership runs from January 1st for 12 months, so we may pro-rata your membership and your invoice date to bring you in line with this. Should you wish to cancel your CLIA membership at any point during the pre-paid 12 months registration no refunds are applicable, unless the terms stated below are met.

Should any applicant for CLIA membership release that membership is not appropriate for their business and wish to receive a refund this will be granted under certain conditions. Refunds for CLIA membership will be available if the applicant has not created a profile under their membership reference and not undertake any learning or engagement through the CLIA website or directly. Refunds in these cases should be applied for in writing to ukaccounts@cruising.org within **14 Days of receiving your membership details**, with no exceptions.

Confirmation and joining instructions for events will be sent out between one to four weeks prior to the event. Places are subject to cancellation or change by CLIA UK & Ireland. Your membership must be fully up-to-date at the time of the Cruise Convention, or special CLIA member events for your acceptance.

Confirmation and joining instructions for paid-for Expo events and the Cruise Convention will be sent out approximately two weeks prior to the event. No refunds will be given for either cancellation or a no-show on the day.

Professional and courteous behaviour is insisted upon whenever interacting with the CLIA team and other CLIA members when at a CLIA event and this includes when corresponding online, including on social media platforms and discussion boards facilitated by CLIA. Failure to do so

may result in having your CLIA membership cancelled without refund of any months of membership already paid for.

Member cruise lines and travel agents are required to update CLIA whenever details change, such as address, contact names and email addresses.

CLIA branding can only be used by members with the express permission of CLIA UK & Ireland, and we reserve the right to ask you to remove CLIA branding without notice when in conflict with CLIA branding guidelines or terms and conditions.

Membership of CLIA is subject to the ultimate approval of the CLIA UK & Ireland Executive Committee and can be terminated by CLIA UKI & Ireland without notice and without refunds.

CLIA reserves the right to refuse your access to the Members Area and Academy should your account fall into arrears. Should you not inform CLIA UK & Ireland of your desire to cancel then CLIA UK & Ireland reserves the right to request payments for the months unpaid without confirmation of your cancellation.