



# TOP Networking Membership Terms and Conditions

Updated 28/06/24 -Version 4

TOP Clubs – TOP Venues – TOP Members

ICO Registration: ZB874593

## 1. INTRODUCTION

### 1.1 About TOP Networking

TOP Networking Limited operates a UK-wide franchise network of business networking clubs. Each club is independently managed under licence but governed by a unified policy and framework developed by Head Office. These Terms apply to all members and visitors who participate in our clubs, events, or online platforms.

### 1.2 Purpose of this Document

This document outlines the rights and responsibilities of members, expectations for behaviour, payment terms, data usage, and procedures in the event of changes to club structure, membership status, or disputes.

### 1.3 Definitions

- **Member:** An individual who has paid applicable fees and been accepted into a club.
- **Club:** A local networking group operating under the TOP Networking brand.
- **Franchisee:** A licensed operator responsible for a specific territory.
- **Live Club:** A club with 12 or more active members.
- **Formation Club:** A club with fewer than 12 members.

## 2. MEMBERSHIP TERMS

### 2.1 Membership Structure

- Membership is granted to individuals, not businesses.
- Each member holds exclusivity for their defined business category within their club.
- Multi-disciplinary businesses may hold multiple memberships if separate individuals attend.

### 2.2 Joining and Fees

- **Lock-in Fee:** One-off, non-refundable fee paid at sign-up to reserve a category.
- **Annual Membership Fee:** Payable upon club launch (12+ members) or on renewal.
- **Meeting Fees:** Paid in advance per meeting; cover venue, refreshments, and logistics.



### 2.3 Direct Debit & TOP Passport

Members must set up a direct debit for meeting fees. This is called the "TOP Passport." If you book out 7+ days before a meeting, the system will skip charging you. Late cancellations may still incur charges.

### 2.4 Membership Renewal

- Membership runs for 12 months.
- Renewal is by invitation and subject to review.
- Fees are non-refundable.

### 2.5 Transfers & Changes

- Transfers between clubs or individuals may be requested with approval. Admin fees may apply.
- Poor performance may block a transfer.

## 3. CLUB STRUCTURE & OPERATIONS

### 3.1 Types of Meetings

- **Breakfast Club** (pre-10am, 1hr 45min)
- **Brunch Club** (9:30am–midday, 1hr 45min)
- **Evening Club** (4pm–6pm, 1hr 30min)
- **Netwalking** (outdoor, 1hr 45min)
- **Virtual Club** (Zoom/Teams, 1hr 30min)
- **Special Events** (as advertised)

### 3.2 Attendance

- 70%+ attendance required over 6 months.
- Missing 3 consecutive meetings without valid notice may lead to removal.
- Members should notify absences via the TOP Portal.

### 3.3 Substitutes

Members may send a substitute or request a colleague deliver their pitch.

### 3.4 Venue & Meeting Changes

TOP Networking reserves the right to change venues, formats, or schedules. Members will be consulted where appropriate.

## 4. CONDUCT & CLUB VALUES



## **4.1 Code of Conduct**

- Professional, respectful behaviour is expected at all times.
- Offensive, discriminatory, or disruptive actions are grounds for suspension or termination.
- Members may not promote outside networking groups in competition with TOP Networking.

## **4.2 Exclusivity**

- Members are exclusive representatives of their category.
- Visitors representing duplicate categories may be refused entry.
- Members may not represent more than one category per club.

## **4.3 Non-Compete Understanding**

Members agree not to build or promote a competing network during membership or within 12 months of leaving.

# **5. FEES, REFUNDS & ADMINISTRATION**

## **5.1 Non-Refundable Fees**

- Lock-in and Annual Membership Fees are non-refundable.
- Meeting fees are due whether or not the member attends, unless notice is given.

## **5.2 Club Closure**

If a club closes, members may:

- Transfer to another club
- Pause their membership
- End their membership Refunds may be offered at Head Office discretion only in exceptional cases.

## **5.3 Formation Club Specifics**

- Annual fees only apply once 12 members are reached.
- If a club fails to launch within 9 months, a refund of the Lock-in Fee may be requested.

# **6. LEADERSHIP & DECISION MAKING**

## **6.1 Club Leadership Teams**

- Chairs, Hosts, and Timekeepers are appointed by Regional Directors.
- Leadership roles may rotate or evolve based on contribution and capacity.



Head Office and Regional Directors retain final decision-making authority for:

- Club formation, closure, mergers
- Category disputes
- Fee and venue negotiations

## **7. PROMOTION & WEBSITE USE**

### **7.1 Member Promotion**

- By joining, you consent to having your business promoted online and via social media.
- You may opt out of specific contact details being shared via the TOP Portal.

### **7.2 Photography and Events**

- Events may be photographed. By attending, you consent to appearing in event photos or videos.
- If you wish to opt out, contact your Regional Director in advance.

### **7.3 Use of Website Content**

All website content remains the intellectual property of TOP Networking. Unauthorised reproduction, scraping, or republishing is strictly prohibited.

## **8. VISITORS & GUESTS**

- Visitors may attend up to two meetings.
- Booking in advance is essential.
- Visitors must not represent a category already filled in the club.
- Leadership teams may refuse or redirect visitors in case of conflict.

## **9. COMPLAINTS & DISPUTES**

Complaints should be raised with the Club Chair or Regional Director. If unresolved, they may be escalated to Head Office. Decisions are final and based on the best interests of the network.

## **10. DATA PROTECTION & PRIVACY**

TOP Networking Limited is registered with the Information Commissioner's Office (Ref: ZB874593).

We comply with UK GDPR. Your personal information is used only to:



## TOP NETWORKING

- Deliver networking services
- Share relevant club and event information
- Promote your business (with your consent)

For more, refer to our full Data Protection Policy.

**Contact:** [info@topnetworking.co.uk](mailto:info@topnetworking.co.uk) **Website:** [www.topnetworking.co.uk](http://www.topnetworking.co.uk)

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