SNVB Community Larders (Larder Members) – Terms and Conditions

Welcome to the SNVB Community Larder. Snvb Community Larders are a social action project of SNVB, a registered charity in England and Wales (Charity number: 1104848) By joining as a Larder member you agree to the following terms and conditions

1) Definitions

a) Community Larder
A membership scheme, through which members have access to food provisions and other community services

b) Member
An individual or household who has registered with and agreed to these Terms and Conditions.

2) Membership Eligibility and Joining Criteria

a) Membership of the Snvb Community Larders is open to all individuals and households

b) A membership form must be completed online or in paper format before any food or service is provided. Please ask if you require assistance to complete the form.

c) Members must not, under any circumstances, resell or redistribute any food or non-food items received from the Snvb Community Larders.

3) Membership Terms

a) Annual Joining Fee
There is an annual non-refundable membership fee of £15 (cooling off period applies) payable at your first visit. Once your membership is paid you can choose your shopping option.

b) Shopping Options:

Option 1 – Monthly shop - Paid at the beginning of the month

- Up to 10 points per weekly session – £20.00 per calendar month
- Up to 22 points per weekly session – £40.00 per calendar month

Option 2 – Pay As You Go Shop – Paid at each weekly session

- Up to 10 items per weekly session – £6 per visit
- Up to 22 items per weekly session – £12 per visit

c) Members may change their shopping option each month by paying the relevant fees. No advance notice is required.

d) Snvb Community Larders may introduce or amend membership categories or entitlements, with at least 1 months' notice.

e) Renewal of membership is at the discretion of Snvb Community Larders management.

f) Snvb Community Larders reserves the right to amend shopping or membership fees with **at least one months' notice.**

g) Members must keep their contact information accurate and up to date, informing Snvb Community Larders of any changes to address, phone number, or email.

h) Membership is limited to one per household, except in exceptional circumstances, and only if agreed with the Larder coordinator (eg. If a household is multigenerational and both members have separate shopping budgets).

i) If a member is unable to attend the Larder to shop, a friend or relative is permitted to shop on their behalf. This is subject to approval by the Larder coordinator and the relevant fees being paid for the absent member.

4) Commencing Membership

a) Once the application form is completed, membership is deemed active and subject to these Terms. Membership fee is due immediately although a 14 day the cooling-off period will still apply.

b) Snvb Community Larders reserves the right to refuse membership applications at its discretion (e.g., previous breaches of these Terms).

c) Members are responsible for all fees associated with their membership.

d) Membership is non-transferable, and all fees are non-refundable with the exception of the cooling off period.

e) Members are responsible for checking ingredient labels for allergens and dietary information (fresh produce may not include printed labels).
Larder access is available weekly, though stock and variety cannot be guaranteed.

f) Members can use either Roade or Towcester Larder but it is limited to one session visit per week, per member.

5) Cooling-Off Period

a) New and renewing members can cancel their membership within 14 days of signing up for a full refund of any fees paid. Simply email us at team@towfood.org.uk.

6) Payments

a) Members (excluding discretionary or supported members) must pay the membership fee at registration.

b) Payments must be made to Snvb Community Larders by cash, card, BACS or standing order.

c) Monthly Shoppers:

- Payment preferred by the 1st of each month by cash, card, BACS or standing order, unless an alternative date has been agreed with Larder management.
- Cash or card payments are accepted at the first Larder session of each month. BACS or standing order payments must have been received by 6pm the day prior to the session.
- Unused weekly visits cannot be carried over to future months or dates. Fees remain payable even if you do not use the service during a given period.

d) Pay As You Go Shoppers:

- Payment is due in cash or card at each in person visit or by BACS payments by 6 pm on the day prior to session attendance.

7) Failed Payments

Payment is required in order to complete a shop.

Should a payment for a subscribed shopper fail, the shopper will revert to a pay as you go shop for that month.

8) Membership Cards

a) Membership cards will be issued when the annual fee is paid in full. They must be presented when accessing the Larder.

9) Code of Conduct, Safeguarding and social media

At SNVB we are committed to proving a safe, welcoming and supportive space for everyone.

a) Please treat snvb Community Larders staff, volunteers, and fellow members with courtesy, kindness and respect at all times.

b) Aggressive or confrontational behaviour may result in immediate termination.

- Aggressive, abusive or confrontational behaviour will not be tolerated and may result in immediate cancellation of your membership without refund.
- Memberships may be cancelled due to the following:
- There is a serious or repeated breach of these Terms.
- Conduct endangers staff, members, or the reputation of snvb Community Larders.
- Snvb Community Larders reasonably believes a member poses risk to others.
- The Member provided false or misleading information.
- The Member resells or redistributes snvb Community Larders goods.

10) Refund Policy

a) Fees are paid in advance. Missed sessions or uncollected items are non-refundable.
b) Membership fees are non-refundable except during the 14 day cooling off period.

Media Permissions & Social Media Conduct

- **Photography & Video Permissions:** To protect everyone's privacy, please ask for explicit permission before taking photos or videos during larder sessions. Photos or recordings must never include other members, volunteers, or children without their clear consent (or parental consent for minors). SNVB team members may occasionally take promotional photos, please let us know if you would prefer not to be photographed.
- **Respectful Social Media Use:** We love seeing members share positive experiences on social media! However, posting negative, abusive, defamatory, or misleading comments about SNVB, its staff, volunteers, or other members online is strictly prohibited and may lead to membership termination.

Safeguarding: Playing Your Part

- **Our Role:** Our staff and volunteers are trained to recognise concerns and take appropriate action to protect children, young people, and adults at risk.
- **Your Role:** We ask all members to help keep our larder sessions safe and positive for everyone:
  - **Look out for one another:** If you feel unsafe, witness inappropriate behaviour, or notice someone who seems to be in distress or at risk of harm, please let a Larder Coordinator or team member know right away.
  - **Keep children safe:** Children are always welcome, but please ensure they remain supervised by a responsible adult during your visit.
  - **Respect boundaries:** Please keep interactions respectful and maintain appropriate personal boundaries with all volunteers, staff, and fellow members.
- **Reporting a Concern:** If you ever have a concern about someone's safety or wellbeing at a larder session, you can speak confidentially to the Larder Coordinator on-site or email us at team@towfood.org.uk (Subject: *Safeguarding Concern*).

15) Health and Safety

a) Members must report any incidents, accidents or injuries to a Larder team member immediately
b) Children are welcome on site but must be supervised at all times.

c) All food-related concerns must be reported to the larder coordinator at team@towfood.org.uk [IA1] .
d) Members must comply with all Larder Team instructions and safety guidance.
e) Members should bring their own reusable bags for food collection.

Food Handling Compliance:

- Members are responsible for ensuring the safety of any food once leaving the larder.
- The larder will not accept any returned food.
- Food is for Members' households only and may not be resold.
- Members must check food for dietary suitability.

- Some items may have limits or be bundled together.

Liability:
Snvb Community Larders takes reasonable precautions to ensure food safety. Members accept and consume at their own discretion and risk.

16) Privacy and Data Protection

We handle your personal information carefully and securely in line with UK GDPR laws.

- We only use your data to manage your membership, contact you with updates, and evaluate our services.
- We never sell or share your data with third parties for marketing purposes.
- You can request to view, update, or delete your details at any time by emailing team@towfood.org.uk.