

# Membership Policy

A Centrepoint Membership is open to any person who wishes to use Centrepoint's facilities and participate in any Centrepoint activities or events.

## 1 Membership Types

### 1.1 Standard Membership

- Covers up to six individuals living at the same address.
- Fee: CHF110.-per 12 month period from the month of registration.

### 1.2 Student Membership

- Available to full-time students unsupported by a partner in the same household.
- A Student Membership is individual and cannot be shared.
- Proof of student status must be submitted at registration.
- Fee: CHF 65.-per 12-month period from the month of registration.

### 1.3 S-Status Holder Membership

- A one-month free trial membership is offered to S-Status Holders (this includes free entry to any events or trips that are chargeable).
- Covers up to six individuals living together at the same address.
- Proof of S-status must be submitted at registration.
- After the trial, S-Status Holder Members will be contacted to determine whether they wish to continue their Membership.
- Fee: Free for one-month trial period from the month of registration. Then minimum of CHF 20.- (up to CHF 110) for remaining 11 months.

## 2 Membership Fees

- Membership fees are non-refundable.
- Changes to annual fees are proposed and approved at the Centrepoint Annual General Meeting.

### 2.1 Payment methods

- E-banking and bank transfers are the preferred method of payment.
- Cash payments may be made at Swiss banks or post offices using a Centrepoint payment slip but cannot be accepted at Centrepoint premises.
- TWINT payments are not accepted for membership fees.

## 2.2 Renewals

- Renewal reminder emails are sent 30 days and seven days prior to the annual renewal date (assuming payment has not been received in the interim).
- Members who have not paid their membership fee by the renewal date will be sent an additional reminder email seven days after the renewal date.
- If still no payment is received 30 days after the renewal date then Members will be suspended and 12 weeks after the renewal date the Member's record will be archived.

## 3 Membership Rights

- At the Annual General Meeting each Membership (excluding free trial memberships) shall have one vote, regardless of household size.
- The Governing Board reserves the right to expel any Member who acts in a manner prejudicial to the interests of Centrepoint.

## 4 Member Responsibilities

- Centrepoint expects its Members to behave with respect to other members and to the wider community we live in.
- Centrepoint expects its Members to respect not only people, but also their property and that of Centrepoint.
- Centrepoint expects its Members to adhere to Centrepoint's policies and guidelines.
- Parents and guardians are requested to supervise their children if attending events with them.
- Centrepoint expects its Members maintain personal accident insurance while volunteering for Centrepoint and/or participating in Centrepoint events and activities.

## 5 Member Complaints and Suggestions

- Members and stakeholders are encouraged to submit suggestions to help Centrepoint improve its community and services.
- Complaints should be submitted in writing to the relevant Board Member or the Centrepoint President.
- All submissions will be acknowledged and handled appropriately.