

1.0 GENERAL

1.1 PURPOSE

NRG Business Networks Ltd (hereafter called NRG) provides the opportunity to network and do business with fellow Members and Guests, but gives no guarantee that any business will be gained by any attendee.

1.2 NRG NETWORKING CODE

NRG Members and Guests treat others with the same high standards they expect to receive, and are honest, courteous, approachable and do what they promise.

1.3 NRG LOGOS AND MATERIAL

Guidelines for the use of the NRG logos and material are included in the "NRG Brand Manual", which is available upon request. The NRG logos and material (both written and online) are protected by copyright and trade mark registration and can only be used by Members of NRG, in line with these guidelines, with the prior permission in writing from the NRG Directors.

1.4 NETWORK OR MULTILEVEL MARKETING

Members who are involved in multilevel or network marketing organisations may promote their goods and services at an NRG function, but are not permitted to promote the associated business opportunity.

2.0 MEMBERSHIP

There are several types of NRG Membership. These are not necessarily all on offer at the time of reading.

2.1 GUEST NRG MEMBERSHIP

2.1.1 Duration of Membership

Guest NRG Membership is for a determined period of time from the date when a non-Member attends their first NRG event. At the end of that period, a Guest Member will be invited to either:

- upgrade to Full NRG Membership or
- apply for another type of current NRG Membership

2.1.2 Membership Fee

There is no fee payable for Guest NRG Membership.

2.2 FULL NRG MEMBERSHIP

2.2.1 Duration of NRG Full Membership

Full NRG Membership is for a minimum period of 12 months and commences on acceptance of the Membership application with fees payable as specified in section 2.2.2 of these Terms and Conditions (hereafter called Ts & Cs).

2.2.2 Full NRG Membership Fees

Full NRG Membership fees are payable monthly in advance and are non-refundable. Arrangements for single annual payments are available on request.

2.2.3 Cancellation of Full NRG Membership

Full NRG Membership can be cancelled only after 12 months by giving a minimum of one month's notice in writing.

2.2.4 Discounts on Full NRG Membership Fees

Such discounts as may be available from time to time are applicable to the first year's Full NRG Membership only, after which time the published non-discounted Full NRG Membership fees apply.

2.2.5 Additional Full Memberships in the same organisation

The Full NRG Membership fee for a second (and subsequent Members) from the same organisation within the same NRG Home Group is discounted by 50%. Organisations can join multiple NRG Groups. The Membership fee for joining another NRG Group is at the standard current rate. Note that this discount does not apply to the education pre-payment as detailed in section 7.3 of these Ts & Cs.

2.3 NRG CARNET MEMBERSHIP

2.3.1 Duration of NRG Carnet Membership

NRG Carnet Membership has no time limit, covers a total of 12 NRG lunches and commences on acceptance of the Membership application with fees payable as specified in section 2.3.2 of these Ts & Cs.

2.3.2 NRG Carnet Membership Fees

NRG Carnet Membership fees are payable in advance and are non-refundable.

2.3.3 Cancellation of NRG Carnet Membership

As payment is made for 12 lunches in advance, NRG Carnet Membership cannot subsequently be cancelled.

2.3.4 Discounts on NRG Carnet Membership

Are not applicable to this type of Membership.

2.3.5 Additional NRG Carnet Memberships in the same organisation.

Are not applicable to this type of Membership.

2.3.6 Aspects of NRG Carnet Membership

NRG Carnet Members may attend the pre-lunch seminars and associated lunch on 12 occasions. These can be at any NRG Group, but will be subject to the capacity terms as specified in sections 3.1 and 3.2 of these Ts & Cs.

2.4 NRG LIGHT MEMBERSHIP

2.4.1 Duration of NRG Light Membership

NRG Light Membership is for a minimum period of 12 months and commences on acceptance of the Membership application with fees payable as specified in section 2.4.2 of these Ts & Cs.

2.4.2 NRG Light Membership Fees

NRG Light Membership fees are payable annually in advance and are non-refundable as specified in section 7.3 of these Ts & Cs.

2.4.3 Cancellation of NRG Light Membership

NRG Light Membership can be cancelled only after 12 months by giving a minimum of one month's notice in writing.

2.4.4 Discounts on Full NRG Membership Fees

Are not applicable to this type of Membership.

2.4.5 Additional NRG Light Memberships in the same organisation

Are not applicable to this type of Membership.

2.4.6 Aspects of NRG Light Membership

NRG Light Members may only attend the pre-lunch seminars, and may not attend the lunches. Any other NRG events are to be paid at the NRG member rate.

2.5 NRG XTRA MEMBERSHIP

2.5.1 Duration of NRG Xtra Membership

This Membership runs in parallel with NRG Full Membership.

2.5.2 NRG Xtra Membership Fees

There are currently no Membership fees for NRG Xtra.

2.5.3 Qualification for and Cancellation of NRG Xtra Membership

NRG Full members will be invited to join NRG Xtra when they have invited a total of 10 Guests to NRG lunches - not necessarily at the same Group.

NRG Xtra Membership is at the sole discretion of the NRG Area Director.

2.5.4 Discounts on NRG Xtra Membership Fees

Are not applicable to this type of Membership.

2.5.5 Additional NRG Xtra Memberships in the same organisation

Are not applicable to this type of Membership.

2.5.6 Aspects of NRG Xtra Membership

NRG Xtra Members are deemed to be Advocates for NRG and are referred to as such.

2.6 GENERAL ASPECTS OF NRG MEMBERSHIP

2.6.1 Lunch Fees

Lunch fees are separate to any Membership fees charged and are payable in advance.

2.6.2 Membership

Guest, Full and Carnet NRG Memberships are granted to an organisation and not the individual named as the principal contact.

NRG Carnet, Light and Xtra Membership applies to the individual.

2.6.3 Exclusivity of Category

The numbers of NRG Members in any one business sector are limited to a minimum of four in a Group. This restriction does not apply to NRG Light membership.

2.7 NRG HOME GROUP

2.7.1 Choosing a Home Group

A Guest Member's Home Group reflects the original booking at the commencement of the Guest Member period. When a Guest Member subsequently upgrades to another form of NRG Membership, they choose a permanent Home Group.

Full and Xtra Members will always be able to attend any lunch at their Home Group.

2.7.2 Changing Home Group

Home Groups can be changed, but only with the approval of the NRG Area Director. Such approval will not unreasonably be withheld but will only happen once.

2.8 BUSINESS CATEGORY

2.8.1 Choosing a Business Category

Categories are displayed on the NRG Website and are chosen at the time of the first booking.

2.8.3 Changing a Business Category

Business categories can be changed, but only with the approval of the NRG Area Director. Such approval will not unreasonably be withheld.

3.0 NRG LUNCHES

3.1 HOME GROUP LUNCH BOOKINGS

3.1.1 Booking Process

NRG assumes that Members will always attend their Home Group lunches. Members are reminded and given the option to decline their next lunch. Payment will be taken online via registered Debit or Credit Card seven days before the event.

If Members do not exercise their opt-out by seven days before, NRG assumes they are attending. If Members book less than seven days before a lunch the acceptance of that booking will be on a "best efforts" basis.

3.2 NON HOME GROUP LUNCH BOOKINGS

3.2.1 Space Available

A Full, Carnet or Xtra Member can book lunches at any NRG Group. This will be acknowledged and payment will be taken online by Credit or Debit card at the time of booking.

3.2.2 Limited Space

If space is limited, Home Group Members and Guests have priority. In this event visiting Members will be placed on a waiting list in order of booking. Seven days before the lunch bookings will be confirmed and their Debit/Credit Card payments processed online. NRG reserves the right to cancel a booking by a visiting Member if it means a Guest cannot attend.

3.3 LUNCH CANCELLATIONS

3.3.1 A Member cancelling a lunch booking

A Member must cancel a lunch booking via the NRG website. If cancelled at least seven days before the lunch the Member's registered Debit or Credit Card will not be charged.

3.3.2 Cancellation within seven days of the lunch

If a Member cancels a lunch within seven days of the lunch the lunch fee is not refundable.

3.3.3 Cancellation of a lunch

If a lunch is cancelled (by either NRG or the venue) Members and Guests who have paid will be reimbursed.

3.3.4 Non Scheduled lunch

If a lunch is not scheduled in any month (by either NRG or the venue) Members and Guests will not be charged.

3.4 LATE ARRIVAL AT A LUNCH

Arrivals after 12.30 will be seated on a "best-efforts" basis. Previous seating requests may not be taken into account, as previously allocated seats may be in use by 'last minute' Guests.

3.5 SEAT ALLOCATION

3.5.1 Registration of Seating Requests

Members and Guests are invited to register their requests via the NRG website.

3.5.2 Seat Allocation Process

Seats will be allocated on a "first come - first served" basis but are not allocated if:

- People have sat at the same table in the preceding month at the same Group or
- They are of the same Business Category.

3.5.3 Pre-Allocation of seats

NRG reserves the right to pre-allocate seats.

3.5.4 Infringement of seating allocation criteria

On occasions, in order to satisfy the highest possible number of seating requests, NRG reserves the right to infringe 3.5.2 above.

3.6 COMPLAINTS ABOUT THE VENUE

If a Member has an issue with any aspect of the venue they should raise the matter with the NRG Area Director and never with the venue directly.

4.0 GUESTS

4.1 ATTENDANCE BY GUESTS

Members are encouraged to bring Guests to NRG lunches. After their first lunch, a Guest is deemed to be a Guest Member - see section 2.1 of these Ts & Cs.

5.0 10 MINUTE PRESENTATION

5.1 THE OPPORTUNITY

Each Full Member is offered the opportunity to present their business for 10 minutes at their Home Group's lunch. Any Full

Member wanting to make a 10 minute presentation should arrange this with the NRG Area Director.

6.0 PRE-LUNCH SEMINARS

6.1 BOOKING A SEMINAR

Seminars should be booked at the same time as the lunch booking and are included in the Lunch Fee. Attendance at the Seminars may be restricted to those attending the Lunch. Home Group Members have priority at Home Group Seminars. If space is restricted, priority will be given to Guests before accommodating visiting Members.

6.2 MEMBERS PRESENTING SEMINARS

Full Members may give the pre-lunch Seminar with the agreement of NRG. Seminars are for the education of fellow Members and should not be viewed as an advertising opportunity - although acknowledgement of the Member's products and services can be made.

6.3 NRG LIABILITY FOR SEMINAR CONTENT

NRG accepts no responsibility for the content of these Seminars and the views and opinions expressed by the speaker(s).

7.0 NRG TRAINING EVENTS

7.1 TRAINING AT PRE-LUNCH SEMINARS

Most NRG training is conducted as a pre-lunch Seminar. See section 6.0 of these Ts & Cs.

7.2 NRG TRAINING ACADEMY

Occasionally NRG conducts training within the NRG Training Academy which is not a pre-lunch seminar.

7.2.1 Booking

NRG Training Academy events must be booked and paid for at least seven days in advance in the same manner for NRG Lunches as described in section 3 of these Ts & Cs.

7.2.2 Guest Members

Guest Members will pay the non-Member rate for these events, as they have not made the education pre-payment as part of the Full Membership Application process. See section 7.3 of these Ts & Cs.

7.2.2 Non-Members

Non-Members are welcome to attend, and will be charged at the non-Member rate as published.

7.3 TRAINING PRE-PAYMENTS

As part of their Membership application, Full and Light Members make an education pre-payment. This payment entitles them to attend any NRG Training conducted at the pre-lunch Seminar and, for Full members, a personal session with their Lunch Host to develop their networking plan.

7.4 CANCELLATION OF TRAINING

If a Training event is cancelled, by either NRG or the venue, Members and Guests will be reimbursed.

8.0 DISPUTE PROCESS

8.1 CORE BELIEF

It is a fundamental belief of NRG that in the event of any dispute, the investigation should be thorough, transparent and fully accountable to all parties concerned.

8.2 MEMBERS COURSE OF ACTION

In the event of any dispute, the Member should approach their NRG Area Director. If matters cannot be resolved, the Member has the entitlement to bring the matter to the attention of the NRG Company Directors.

8.3 THE RIGHT TO SUSPEND

8.3.1 Member Entitlement

The NRG Member who is the subject of a dispute has the entitlement to the use of a friend in any dealings with NRG.

8.3.2 NRG Entitlement

The NRG Company Directors reserve the right to suspend any Member who they believe has acted in a manner liable to bring NRG into disrepute. This suspension would only be activated after the full dispute process detailed above. Membership fees are not refundable.

8.4 REINSTATEMENT

A suspended Member may re-apply for Membership once the condition that caused the suspension has been addressed and rectified. Any decision to reinstate a Member is solely at the discretion of the NRG Company Directors.

9.0 CHANGES FROM PREVIOUS VERSION

Text adjusted to reflect different Membership levels.