Membership Terms & Conditions.

1. Membership Credentials and Accreditation

1.1 All applicants must provide the documentation required by Move Assured to complete their accreditation checks, including relevant insurance certificates, licences and other supporting information.

1.2 Members must maintain appropriate Goods in Transit, Public Liability and Employers Liability insurance, where applicable, throughout their membership.

1.3 Move Assured may request updated insurance and compliance documentation periodically. Members remain responsible for ensuring that insurance, licences and other required documentation remain valid at all times.

1.4 Move Assured may carry out periodic assessments of vehicles, premises, equipment and working practices as part of its ongoing accreditation process.

1.5 Members must maintain suitable customer Terms and Conditions and comply with the Move Assured Code of Conduct.

1.6 Accreditation reflects the information supplied and checks undertaken by Move Assured. Members remain responsible for the lawful and professional operation of their businesses.

2. Membership Subscriptions and Cancellation

2.1 Membership subscriptions are payable monthly by standing order or annually, according to the payment option selected.

2.2 Membership becomes active once all accreditation requirements have been satisfied and the agreed subscription payment has been received.

2.3 Membership continues unless cancelled by the member or terminated by Move Assured in accordance with these Terms and Conditions.

2.4 Members must ensure their subscription payments remain up to date. Where payment is missed, Move Assured may suspend membership until the outstanding balance has been settled.

2.5 Members may cancel their membership at any time by notifying Move Assured by email. Any subscriptions or other charges already due remain payable.

2.6 Members may choose a specified cancellation date or allow membership to continue until the end of their current paid monthly or annual subscription period. Move Assured will confirm the agreed cancellation date by email.

2.7 No refund will be made for any unused portion of a subscription if a member chooses to leave before the end of the paid period, subject to applicable law.

2.8 On termination, members must cease using Move Assured accreditation logos, certificates and references to current membership on vehicles, websites, uniforms, advertising and other materials.

2.9 Any outstanding subscriptions or other charges remain payable following cancellation or termination.

2.10 Former members wishing to rejoin must complete the accreditation process applicable at the time of their new application and pay the current membership subscription rate.

3. Suspension or Termination of Membership

3.1 Move Assured may suspend or terminate membership if a member fails to maintain accreditation standards, appropriate insurance or required licences; provides false or misleading information; breaches the Code of Conduct; fails to pay subscriptions; or engages in serious or repeated unprofessional conduct, including substantiated complaints or conduct reasonably likely to damage the reputation of Move Assured.

3.2 Where appropriate, Move Assured may give members an opportunity to address concerns before suspension or termination.

3.3 Move Assured may suspend membership immediately where serious concerns arise regarding safety, insurance, compliance or professional conduct.

3.4 Refunds following suspension or termination will be considered in accordance with applicable law.

4. Members Only Facebook Group

4.1 The private Facebook group is intended to encourage communication, cooperation and mutual support between members.

4.2 Arrangements between members involving vehicles, staff, porters, drivers, equipment or shared work are private commercial arrangements between those businesses.

4.3 Move Assured is not responsible for losses, disputes or liabilities arising from arrangements made independently between members.

4.4 Members should independently assess advice, recommendations and information shared in the group.

4.5 Members must communicate professionally and respectfully and comply with group rules.

5. Subscription Changes

5.1 Move Assured may review subscription rates periodically.

5.2 Members will be notified in writing at least one month before any proposed change to their own subscription rate takes effect.

5.3 Former members who rejoin are subject to the subscription rate applicable to new applications at that time.

6. Advertising and Accreditation Materials

6.1 Move Assured may provide members with accreditation logos, certificates, promotional materials and other resources.

6.2 The Move Assured name and accreditation logos may only be used by businesses holding current, active membership.

6.3 Members must not alter or misuse the Move Assured logo or present their accreditation in a misleading manner.

6.4 Any physical accreditation materials supplied by Move Assured remain its property unless otherwise agreed.

6.5 Upon cancellation, suspension or termination, members must remove references to current Move Assured accreditation as directed.

7. Affiliate Benefits and Fuel Cards

7.1 Move Assured may provide access to discounted products, services and benefits through affiliate partners.

7.2 Affiliate offers may be changed, withdrawn or discontinued by the relevant provider.

7.3 Entitlement to membership-related discounts and benefits ends when membership ends.

7.4 Fuel cards and other third-party services are subject to the relevant provider's terms.

8. Advice and Customer Complaints

8.1 Members are expected to maintain professional standards and comply with the Code of Conduct.

8.2 Members are responsible for their customer contracts, services, charges and handling of customer complaints.

8.3 Where a complaint is referred to Move Assured, we may contact the member, request information and review the circumstances against our accreditation standards.

8.4 Move Assured does not provide a formal arbitration service and cannot determine legal liability or compel a member to pay compensation.

8.5 Where appropriate, Move Assured may offer general guidance or signpost independent advice or dispute resolution.

9. Acceptance of Membership Terms

9.1 By accepting these Terms and Conditions, the applicant confirms that they have read and understood the membership requirements and agree to comply with them.

9.2 Acceptance may be recorded electronically as part of the membership application process.

9.3 Move Assured will retain an acceptance record, including the date and time, applicant and company identity, and the version of the terms accepted.

9.4 Members will be notified of material changes to these Terms and Conditions.