

Terms and Conditions of Membership of the Sustainable Restaurant Association (SRA)



Introduction

These Terms and Conditions (“Terms”) govern the membership agreement between the Sustainable Restaurant Association (“The SRA”, “we”, “us”, “our”) and organisations that purchase membership (“Members”, “you”).

By entering in to a membership with us, you are agreeing to these Terms. We may change these Terms from time to time, in this case we will inform all member contacts via email.

The SRA is a not-for-profit membership organisation for food service providers and suppliers that support members to become more sustainable.

Our registered address is:
5 Technology Park
Colindeep Lane
Colindale
NW9 6BX
Company No. 03189704

You can contact us by email hello@thesra.org or by phone 0203 903 2777

Definitions

Sustainability Rating	The bespoke survey, evidence gathering and report, developed by the SRA.
Badge	This refers to either your ‘Working with the SRA’ logo or your sustainability rating (either 1, 2 or 3 stars) in the form of a window sticker and an electronic image.
Fees	The fees payable annually by Members to maintain their Membership status.
Partners	The third-party organisations who are recognised by The SRA as key supporters.
Online Community	An online portal, available at www.foodmadegood.org , used so that members can share learning and content with each other.

Sustainable Restaurant Association

1 Royle Studios, 41 Wenlock Road
London N1 7SG

Telephone: 0203 903 2777

Email: hello@thesra.org

The sustainable food movement

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Membership Services

Membership of the SRA incorporates a wide range of services including:

- telephone support on sustainability issues
- written information, both printed and online
- access to our Online Community
- invitations to sustainability events
- the opportunity to apply for a Sustainability Rating each year and achieve a star rating
- voluntary inclusion on the SRA sustainable restaurant or supplier directory
- discounted rates on a range of workshops and training sessions
- a chance to attend the Food Made Good awards
- regular email communications relating to membership

The scope of Membership Services shall be exclusively determined by SRA management and may change from time to time without notice.

Sustainability Rating

Every year, Food Service Provider Members will have the opportunity to complete a Sustainability Rating, which will provide a full assessment of the business's sustainability, and the chance to achieve One, Two or Three Star status. The content of the rating questionnaire, and the points awarded for each answer, may change year on year.

In applying for your Rating, as required, you must answer all questions accurately and to provide relevant evidence as part of the process. No information collected as part of the rating process will be passed on to a third party without your consent.

Achieving a Rating entitles you to display an SRA Sustainability Badge on your premises, website and in marketing materials whilst you remain a member.

Your Rating and Badge will remain valid for two calendar years including the year of receipt. For example, a rating and badge awarded in 2018 will be valid during 2018 and 2019. After that, you must then renew your Rating to continue using your Badge.

We reserve the right to withdraw or reassess any Rating if it subsequently comes to light that a restaurant has provided false evidence or if it is found that the restaurant has engaged in any unlawful activity or dishonest practices or if the practices of the member have changed since the rating was provided.

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Badge Terms of Use

On completion of your Sustainability Rating, you will have permission to use either the “Three Star” or the “Two Star” or “One Star” Sustainability Rating Badge that will be awarded to you.

We strongly recommend that you publicise that you are a Member of the SRA by putting the Badge up as a window sticker. You will also be provided with an electronic format, which can be used in the following ways:

- On your business stationery (e.g. letterheads)
- On your menu(s)
- In your advertising or promotional literature
- On your business website
- On your business premises
- On social media

Use of the Badges is limited to the named Member, and may not be used in conjunction with any subsidiaries or other associated companies without written permission from the SRA.

If your Membership is limited to a specific branch or outlet, you should not use the Badges in a way which implies Membership of the whole organisation. If you wish to use the Badges in any other way, please contact us for approval first.

Unauthorized use of the Badges may result in termination of your Membership.

Members are required to provide the SRA any information on request as to their use of the Badges which the SRA may require.

As well as using the Badge, you may wish to publicise your Membership of the SRA by making a written statement in your advertisements etc. Once your Membership is agreed, you are permitted to use the following statements in connection with your Membership.

- “Member of the Sustainable Restaurant Association”
- “Working with the Sustainable Restaurant Association”

Once you have completed your Sustainability Rating you may use the following statement:

- “Awarded 1,2,or 3 stars by the Sustainable Restaurant Association”

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Other statements are not acceptable for use, some examples are listed below, and they are not a definitive list:

- “Certified as sustainable by the SRA”
- “Recommended by the SRA”
- “SRA approved”
- “SRA accredited”

If you would like to use any other phrase, please contact us first in order to obtain written permission.

If your Membership of the SRA should end for any reason, permission to use the Badges will be revoked with immediate effect.

Online Community Terms of Use

The community is designed to be an online space where members and partners of the SRA come together to learn, share and connect. Users are a mixed group of food-service professionals, suppliers, chefs and business owners.

We ask all community users to abide by the following ‘golden rules’ when using the service. The discussions are managed by the SRA’s Community Managers who reserve the right to remove anything that breaches these rules.

[Click here to read the Food Made Good Community’s Golden Rules](#)

Intellectual Property Rights

All rights to the brands of the SRA, including the Food Made Good and SRA Logos and the Sustainability Rating Badge(s), are reserved to it.

The content and services provided by the SRA, either in written form or verbal are protected by copyright, database rights and other intellectual property rights.

Members may read, print and download material or information provided by the SRA in electronic and hard copy for their private use or use in the ordinary course of the Member's business, but Members may not make any profit from the use of that material or information nor republish, disseminate or transmit any of it, or exploit it for commercial purposes, or make any derivative work, or copy it for any other purpose without first obtaining our written permission, or that of the rights owner.

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Third Party Goods, Services and Links

We may from time to time suggest goods and services from third party suppliers or partners. If the Member uses this information or purchases or acquires goods or services from any third parties, we have no liability for the quality or type of services or goods provided by any third party. We do not endorse, and are not responsible for, the accuracy or reliability of, any such opinion, advice, statement, service, offer, information or content.

Data Protection and Privacy

As a data controller, we are committed to protecting the privacy of all our customers. Our Privacy Policy is available here and outlines how we collect and use your data.

We may change our Privacy Policy at any time without giving you notice, so please check it regularly.

Unless you specifically request to keep your membership of the SRA private, we will share that you are a member of ours on our website and with our carefully selected partner organisations.

We may also publish your star rating and any commitments you make to improving your sustainability practices. However, we will never share your contact information or any other personally identifiable data with anyone without your consent.

Fees and Payment

The Membership fee covers access to the Membership services for the duration of the membership year. All fees are subject to change without notice, if this change affects existing members, you will be informed in advance.

The membership year will be exactly 12 months from invoice date. Membership Fees quoted are exclusive of Value Added Tax (VAT) and all similar taxes or duties. Members are required to pay VAT on top of the quoted Membership and other fees.

If the Member fails to make any payment when due, we may suspend access to any or all of the Membership Services until the payment is made.

We reserve the right to charge interest in the event of late payment of Membership fees. Payment terms are 14 days unless agreed in writing.

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Cancellation, termination and refunds

We reserve the right to reject any application for Membership, without having to give any reason.

If you choose to terminate your membership part-way through the year, you will not be eligible for a refund of any of your annual fee.

Unless we receive notice before the expiry of your membership year, an invoice for the next year will be automatically generated.

The SRA retains the right to terminate Membership on notice for breach of any of these Terms and Conditions, as well as in the event of insolvency, or other event judged by the SRA to result in the Member being unable to fulfil its Membership obligations.

In the event of termination of Membership for any reason, the Member must terminate all use of the Badge according to the Badge Terms of Use and make no reference to itself as a Member of the SRA.

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