



CLIA Travel Agent Membership Terms and Conditions

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Membership Categories

All membership categories offer the same membership benefits - the categories are dependent on how many individuals you have within your business, as the number of Personal Profiles you will be able to create through your membership will differ.

Full membership of CLIA is applicable to any agency with a physical location at which potential customers could find you. Your agency will be assigned a CLIA Membership Reference, with which up to 10 Personal Profiles can be created to access our online platform, cruiseexperts.org.

Homeworker (Independent) Membership is also available for those agents that work from home. You will be assigned a CLIA Membership Reference, with which up to 2 Personal Profiles can be created to access our online platform, cruiseexperts.org

- Full Membership for 2019 costs €200 + VAT
- Homeworker (Independent) Membership for 2019 costs €75 + VAT

Should you be looking to enrol a larger group of travel agencies under one trading name, we would welcome you to get in touch for a discounted group rate. Please request this in writing.

On receipt of your payment, your application will be processed. You will receive your login details to cruiseexperts.org by email, allowing you to create Personal Profiles online. Should you not have received this after two weeks, please contact the CLIA team.

Membership Periods

Membership runs from January 1st for 12 months, so new Travel Agent Memberships made throughout the year may be subject to pro-rata membership terms to bring you in line with this.

- New membership applications from 1st April onwards each year, will be eligible to a 25% discount on the 12-month rate
- New membership applications from 1st July onwards each year, will be eligible to a 50% discount on the 12-month rate

Should you wish to cancel your CLIA membership at any point during the pre-paid 12 months of membership, no refunds are applicable unless the below Cancellation terms are met.

Renewals of Membership

Renewal invoices will be issued via email towards the end of your 12-month membership, allowing you to transition seamlessly into a new membership year, without interruption to your cruiseexperts.org online platform access.

Access to the online platform and your ability to attend CLIA member events will be denied from the 1st January of the new year, should payment not have been received by this date.

These access privileges will be re-instated on receipt of payment.

No refunds or a reduced renewal invoice will be issued for periods of restricted online/event access due to late payment. The full invoice amount for your 12-month membership remains valid.

Additional Personal Profiles

Further Personal Profiles are available for agencies in Full Membership, and will be charged at an incremental fee increase depending on numbers. Any agency wishing to increase their Personal Profile limit should contact us in writing, and we will issue an invoice accordingly. Any Homeworker wishing to add more Personal Profiles than the 2 included, should join at the Full Membership rate.

- 10 – 20 Users: Membership Fee + 50% of Full Membership
- 20 – 39 Users: Membership Fee + 100% of Full Membership
- 40 and above: Membership Fee + 200% of Full Membership

Event Attendance and Behaviour

Your membership must be fully up-to-date at the time of event booking, and over the dates of the full event.

Confirmation and joining instructions for events will be sent out approximately one to two weeks prior to the event.

If an additional fee was paid for attendance, no refunds will be given for either cancellation or a no-show on the day.

Professional and courteous behaviour is insisted upon whenever interacting with the CLIA team and other CLIA members when at a CLIA event and this includes online correspondence, including social media platforms. Failure to do so may result in having your CLIA membership cancelled without refund of any months of membership already paid for.

CLIA Brand

CLIA branding can only be used by members with the express permission of CLIA, and we reserve the right to ask you to remove CLIA branding without notice when in conflict with CLIA branding guidelines or terms and conditions.

Cancellation of Membership and Refund Policy

Should any applicant for CLIA membership realise that membership is not appropriate for their business and wish to receive a refund this will be granted under certain conditions. Refunds for CLIA membership will be available if the applicant has not created a profile under their membership reference and not undertaken any learning or engagement through the CLIA website or directly. Refunds in these cases should be applied for in writing to EUAccounts@cruising.org within 14 Days of receiving your membership details, with no exceptions.

Membership of CLIA is subject to the ultimate approval of the CLIA Executive Committee and can be terminated by CLIA without notice and without refund. CLIA reserves the right to refuse your access to the cruiseexperts.org platform should your account fall into arrears. Should you not inform CLIA of your desire to cancel then CLIA reserves the right to request payments for the months unpaid without confirmation of your cancellation.

Data and Privacy Policy

Travel agency members are required to update CLIA whenever details change; such as address, contact names and email addresses.

In accordance with your regional Terms and Conditions of membership, CLIA is committed to protecting your data subject to our global Privacy Policy which can be viewed at <https://cruising.org/privacy-policy>