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|  | DADLG  Members Handbook Registered Charity Number:1049610 |

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| Section1 | **How to become a member**  As soon as we receive a completed registration form you can request places for activities. You can get a registration form by emailing us at dadlg08@googlemail.com. |  |
| Section2 | **Voluntary Contribution**  Please note that we **suggest an annual contribution of £20.** Thisis a voluntary contribution. The contribution is **per family** not per person **for 1 year**.  If you choose to make a voluntary contribution, we use it to reduce the running costs of our organization. These costs include office rent, telephone and broadband costs as well insurance cover. Your circumstances may be that you want to make this contribution every year or only in some years.  Contributing does not give you an advantage in terms of requests for places at activities and events. Not contributing does not disadvantage you in terms of requests for places at activities and events. | Voluntary Contribution |
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| Section3 | **Activity Contributions**  Activities and events are discounted for everyone but your contributions for each event help us to charge you the lowest possible amount. If we are able to negotiate a group rate or free places for carers, we share this out, so everyone benefits. The true cost of an activity may be quite high per person but with external funding, short breaks funding where relevant and your contributions, you will always pay less. \* See Appendix note 1. |  |
| Section4 | **Communication**  **Facebook:** We have a very active Facebook page and we put flyers for additional activities here as well as the current newsletter but please note- we can only take requests for places by telephone or email.  **Our website:**  **Twitter:**  **@dadlgdurham**  **Instagram:**  **Dadlg08**  **Families Information Service for County Durham.**  You must update us if your contact details change- telephone numbers, email address or home address. Please check your spam box if you think you’re not getting emails from us. | **Durham dadlg**  **www.dadlg.org** |
| Section5 | **How far do we reach?**  How to get there: [Plane, train or GPS?] | **Map**Close up of a DJ at his desk |
| Section 6Section 7Section 8Section 9Section 10Section 11 **APPENDIX**  **Note 1** | **Newsletters and Requesting**  Newsletter and flyers are sent out by email detailing activities including request deadline dates (request by this date) and payment due date on (payment due by this date). Newsletters and flyers are also available on our website and social media pages.  **When requesting places, we need the following information. Without this we cannot accept your booking.**  Child’s name  All children’s ages.  Disability Type  Postcode  Total number of children places  Total number of adult places (if adults want to join in or just watching e.g. Go Karts, Quads)  **Payment Policy**  If you have a problem with the payment date, please let us know. If we have not heard from you and payment has not been  made by the payment date families on our waiting list will be offered your places**.**  **How places are allocated**  If requests for places do not exceed the number of places available – everyone gets places. If requests exceed places available – a waiting list operates.  **Terms and Conditions – Tickets**  Only for tickets / places for your family. All tickets are discounted, some significantly. If tickets are no longer required they must be returned to DADLG to be re-allocated to someone on the waiting list. Under no circumstances must they be sold or given to another member or non-member or advertised on social media. These unused tickets will be reallocated by dadlg.  **Terms and Conditions –**  **Bus Trips**  **Your family must always remain seated with seat belts on.**  **Coach companies request that you do not make a mess when eating and drinking, always use rubbish bags provided.**  **Contact cards will be given out with contact phone numbers in case you need to contact staff during our trips.**  **Terms and Conditions**  **Taking Photos**  We do don’t mind you taking photos of your own children. Please do not take photos of other people’s children and put them on social media. We have lots of families that cannot have photos taken.  **Terms and Conditions –**  **Residentials**  If you do not let us know that there will be someone missing from your group, we reserve the right to charge you full price.  E.g. you have paid and lost £90 for the unused place, but as the true cost was £290, we have paid and lost £200.  Care has been taking with putting groups together and missing people can impact on this and staffing levels have been set according to the number of people expected.  People on the waiting list could have been offered places and rooms shuffled to accommodate this.  **Late or non-payment**  If we do not receive your activity contributions by the payment deadline, we will have to offer your places to families on the waiting list. Not paying by the deadline means we must contact you to ask for payment and we run the risk of you not turning up on the day. If you don’t turn up, we have wasted places, disappointed people on waiting lists and have lost money on the activity.  If you know you want the places but have difficulty paying by the deadline, please get in touch and let us know. You must get in touch with us before the deadline so we have time to see if we can help by extending the deadline. |  |