

ChamberPass Membership Agreement

Index

1. Membership of ChamberPass	2
2. Responsibilities of ChamberPass towards its members	2
2.1. Web infrastructure	2
2.2. Promotional activities	2
2.3. Statistical information	2
2.4. Quality of service descriptions	3
3. Responsibilities of Members	3
3.1. Member contact information	3
3.2. Services	3
3.3. Marketing activities	3
3.4. Payment membership fee	3
4. Membership fee	3
5. Registration of new members	4
6. Payment of membership fee	5
7. Renewal of subscriptions	5
8. Payments by clients to member Chambers	5
9. Security	5
10. Reporting	6
11. Use of data	6
12. Technical malfunctions	6
13. Conflict resolution	6
14. Changes in this Membership Agreement	6

ChamberPass is managed by EUROCHAMBRES (The Association of European Chambers of Commerce and Industry). The ChamberPass administrator can be contacted by e-mail: system@chamberpass.com

1. Membership of ChamberPass

Membership of ChamberPass is open to bona fide Chambers of Commerce and Industry (“members”) that are willing to offer high quality services to companies (“clients”) other than their own member companies.

ChamberPass reserves the right to accept or refuse any membership application.

2. Responsibilities of ChamberPass towards its members

ChamberPass has the following responsibilities towards its members:

2.1. Web infrastructure

ChamberPass will maintain and continuously improve the website infrastructure, allowing members;

1. To enter detailed service descriptions.
2. To add, delete or edit their service descriptions with ease.
3. To upload and delete their Chamber’s banners and other images in their service descriptions.

The interactive map will be updated at the end of each quarter with the country and city of new member Chambers as well as new cities for existing Chambers.

2.2. Promotional activities

ChamberPass will regularly promote ChamberPass to Chambers of Commerce, with the aim of increasing membership numbers.

ChamberPass will regularly promote ChamberPass news in EUROCHAMBRES newsletters, website and events.

ChamberPass will provide general marketing support to individual members for the promotion of the site.

2.3. Statistical information

ChamberPass provides an online statistics tool. Members can access this tool via their Chamber profile in the ChamberPass back-office. Members will be able to access their own Chamber’s performance statistics as well as performance statistics for ChamberPass in general.

2.4. Quality of service descriptions

ChamberPass offers, upon request, advice to members concerning their service descriptions. ChamberPass will assess the quality of the services on offer and delivered by members through random checks.

3. Responsibilities of Members

ChamberPass members have the following responsibilities;

3.1. Member contact information

Each member will nominate one ChamberPass contact person for its Chamber. Members will inform ChamberPass when this responsibility is transferred to another person.

3.2. Services

Members must offer one or more services via the ChamberPass website. Services may be offered for free, or for a fee. Members are responsible for the accuracy and for updating of the information provided on the ChamberPass website. Members are liable for damage resulting from any inaccuracy in the information provided.

Where a service is offered for a fee, members are not allowed to quote in a second phase a higher fee than was originally quoted on the ChamberPass site for the service.

Members are encouraged to offer discounts to clients who belong to Chambers which are, themselves members of ChamberPass. In this way, ChamberPass members are “rewarded”, as their clients will be able to access services of other ChamberPass members at discounted rates.

Members must ensure that client enquiries derived via ChamberPass are treated with courtesy and professionalism. Client requests must be acknowledged within 2 working days after receipt of the request.

3.3. Marketing activities

Members must actively and regularly market the ChamberPass service to their local business community. Marketing activities are encouraged by ChamberPass, as specified in § 4.

3.4. Payment membership fee

Members must pay the correct membership fee on time, as specified in § 4 and § 6.

4. Membership fee

ChamberPass offers two membership formulas's, divided in different membership categories, depending on the Chamber type. Membership fees are quoted per calendar year (January to December).

Membership Formula A

No conditions.

Membership fee Formula A per Chamber type is:

1. 1,000 Euro for National Chamber associations¹.
2. 500 Euro for regional and local Chambers of Commerce².
3. 250 Euro for bilateral Chambers and Chambers abroad.

Membership Formula B

Conditions:

1. Upload ChamberPass banner and hyperlink on member's website (home page or relevant internal page).
2. Regular mentioning of ChamberPass, ChamberPass logo and ChamberPass' URL in member's (electronic) newsletters.

Membership fee Formula B per Chamber type is:

1. 500 Euro for National Chamber associations³.
2. 250 Euro for regional and local Chambers of Commerce⁴.
3. 125 Euro for bilateral Chambers and Chambers abroad.

Business matchmaking portal

Included in Membership Formula A / Formula B is the registration of one business matchmaking portal in the country the Chamber is located.

Additional registrations of a Chamber's business matchmaking portal cost per calendar year (January to December):

250 Euro (maximum of 5 countries).

ChamberPass reserves the right to evaluate at the end of each calendar year whether the conditions for membership Formula B were fulfilled. If the conditions were not fulfilled the member will be liable for the fees as per membership formula A.

Changes in the membership fee will be communicated by ChamberPass to its members with an advance notice of 30 days.

5. Registration of new members

ChamberPass reserves the right to verify the information provided by candidate Chambers on their online application forms and accept or reject the application based on this information.

After submitting the application form, an applicant member can immediately enter its service descriptions into the on-line database. Once the information provided by the new applicant has been verified by ChamberPass, its service descriptions are made available on the website. The interactive map will be updated with the country and city/cities of a new member at the end of each quarter.

ChamberPass commits to accepting or rejecting the application within 14 working days after receipt of the application.

¹ A national Chamber association is a Chamber that covers the whole national territory.

² A Regional or local Chamber of Commerce is defined as a Chamber that covers part of the national territory.

³ A national Chamber association is a Chamber that covers the whole national territory.

⁴ A Regional or local Chamber of Commerce is defined as a Chamber that covers part of the national territory.

6. Payment of membership fee

Each new ChamberPass member will receive an invoice for the yearly membership fee after verification of the application.

If a Chamber joins during a calendar year, the membership fee for the remainder of the year is calculated as per the formula $n/12 * \text{annual_membership_fee}$ in which n represents the months remaining in the calendar year.

Payments must be received within 30 days of the invoice date. The membership fee must be paid net to the beneficiary to account number: 310-1215341-17 of ChamberPass (Banque ING, Agence Schuman, Rond Point Schuman 8 in 1040 Brussels – BIC: BRUBEBB, IBAN: BE 61 3101 2153 4117). In case of an international credit note, bank charges will be borne by ChamberPass.

Failure to provide for payment within 30 days will result in the Chamber being removed from the ChamberPass site.

7. Renewal of subscriptions

Membership is automatically renewed each calendar year. Members that wish to cancel their membership need to send a written notification to ChamberPass (mail or e-mail) before 1 December of the preceding year.

Members will receive an invoice for renewal of the yearly membership fee in January of each year.

Members whose contributions have not been received within 30 days of the invoice date will be removed from the ChamberPass site.

8. Payments by clients to member Chambers

The member providing a service to a client will be wholly responsible for collecting the payment for the service from the client.

The member providing the service will have no financial obligation vis-à-vis the Chamber of which the client is a member.

9. Security

Members are responsible for the protection of their username and password. Members will not provide the ChamberPass username and password to unauthorised persons.

In the event that the username and password are compromised, members will immediately notify the ChamberPass administrator that will modify their password and username. ChamberPass accepts no responsibility for damage resulting from non-respect of this rule.

10. Reporting

From time to time, members and clients can be invited to provide ChamberPass with feedback regarding the services provided through and by the ChamberPass system.

ChamberPass shall have the right to publish aggregate data relating to the evaluation of the quality of service provided by member Chambers.

11. Use of data

Members agree that the data they enter on the ChamberPass site will be publicly available via the ChamberPass on-line database.

12. Technical malfunctions

ChamberPass cannot be held liable for technical failures of the ChamberPass system that are beyond its control.

In case a member is aware of a technical malfunction or other inaccuracy regarding the ChamberPass system, it will inform the ChamberPass administrator of this fact without delay.

13. Conflict resolution

In the event of a conflict between any of the parties involved, the matter will be submitted to a ChamberPass mediation committee. This ad hoc mediation committee shall be composed of ChamberPass members.

14. Changes in this Membership Agreement

ChamberPass reserves the right to amend this membership agreement. Members will be advised of the proposed change in advance. If a member decides to withdraw its membership of ChamberPass as a result of such a change, its fee for the remaining subscription period will be repaid immediately.