



## Splo-down Community Food Co-op Membership Agreement

Thank you for applying to become a member of Splo-down Community Food Co-op. We are so pleased to have you join us. This is a summary of the key things you need to know, for further information please see our [website](#), [Facebook page](#), or send an email to [splodownfoodcoop@gmail.com](mailto:splodownfoodcoop@gmail.com).

### Membership

- Membership is available to people of the Splott, Adamsdown and Terforma communities.
- We will communicate important updates with members through occasional email (if provided), but we have regular updates on the social media channels (facebook, twitter, instagram)
- Members need to be over 18
- Members are able to order vegetable boxes, and will receive food sold at the coop at a member rate, as well as having access to free food when it is available. Non-members have a higher rate (approximately +10%)
- Members are encouraged to become active in the running of the co-op, and are entitled to have a say in how the co-op is organised and run
- The membership fee is pay-what-you-can, starting at £6 for a year, with the hope that those who are able to can contribute more to help support those with lower incomes
- Membership is renewed annually. We will contact you when your membership is due to expire to ask whether you would like to renew it
- There is no minimum amount of orders or purchases expected to keep your membership active, but we would hope you are able to make regular use of the co-op, and let us know if there is anything we can do to support your participation
- Splo-down Community Food Co-op reserves the right to cancel or refuse your membership. Examples include:
  - If you move away from the area
  - You are found to be abusive towards other co-op members

### Using the co-op

- Members will be asked for their membership number and/or full name when shopping at the co-op stall
- Members can order their vegetable boxes for the following week(s) in person at the stall on Wednesdays, or online (up to midnight of the preceding Sunday). If you are unable to come to the stall to place an order please contact us.
- Payment for vegetable boxes must be made when you place your order
- Card payments are preferred to minimise cash handling at the stall, but cash payments are also fine



- Vegetable boxes will be pre-bagged. But you are welcome to bring your own containers or bags for other items, otherwise all weighed items will be served in brown paper bags
- Items available may vary from week to due to the different suppliers the co-op uses
- To ensure that all members get a fair share of the stock available each week, we may implement a limit on some items
- There is no guaranteed availability of any item week from week, but we welcome any requests about what food items you would like to be available at the co-op. We will have a suggestion and feedback board each week at the stall, and you can also email us or chat to us at the stall
- The co-op is non hierarchical and is run by members on a voluntary basis. You'll get a chance to meet and get to know some of the active members when you visit the stall
- As a member, becoming active in the running of the co-op is welcomed and encouraged. Each week we need help with collecting stock, weighing and pre-packing dry goods, setting up and closing down the stall, and of course running the stall where you get a chance to meet lots of people in the community. If you are interested in getting involved please get in touch! No experience necessary and instruction and support will be given.

## Covid-19 Measures

- You may be required to queue if the stall is busy when you arrive, so please maintain social distance while waiting to be served
- Please wear a face covering when at the stall
- Hand sanitiser will be available on entry to the stall so please use this when you arrive
- All members serving on the stall will be following strict hygiene measures and handwashing regularly
- If you are displaying any symptoms or are self isolating, please do not visit the stall. Contact us and we will arrange for your vegetable box to be dropped off to you

## Food information

- If you suffer from food allergies or intolerances and are unsure about the ingredients in a product, please ask one of the servers for further information or guidance
- Bulk food is stored in airtight containers and any items containing gluten or nuts will have a separate scoop to limit cross contamination. However we can't guarantee that any product is allergen free, so please let us know before you make any purchases if you have a serious allergy or intolerance

**By completing the membership form you are confirming that you have read and agree to the above terms and conditions, and are willing to be contacted by the methods you have provided. No contact details will ever be used for purposes other than communicating splo-down information and never passed on to third parties.**

## Welcome