



## Splo-down Community Food Co-op Membership Agreement - Reviewed 04/02/2025

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](#), or send an email to [ask@splo-down.org](mailto:ask@splo-down.org).

### Membership

- Members are expected & **required** to be active in the running of the co-op. All members are equally entitled to have a say in how the co-op is organised at regular meetings.
- We are unable to fully guarantee operating service as the opening hours are based upon volunteer time.
- Membership is available to people over 18 based in Splott, Adamsdown and Tremorfa.
- We will communicate important updates with members through occasional email & optional whatsapp groups. Non-critical information may be shared via social media channels.
- Membership is renewed annually. We will contact you when your membership is due to expire to ask whether you would like to renew it
- The co-op is non hierarchical and is run by members on a voluntary basis. Splo-down reserves the right to cancel or refuse your membership if you are found to be abusive towards other co-op members. This includes racism, sexism, homophobia, and transphobia.
- Personal details are held in a secure database and orders are registered to your name. We periodically remove data 24 months after a membership expires. If you wish to have your provided data removed sooner please get in contact when terminating your account

### Using the co-op

- Vegetable box orders are placed for the following week(s) in person at the stall or online (up to midday Tuesdays). If you are unable to come to the stall to place an order please contact us before midday Tuesday and it can be re-arranged.
- Any uncollected orders will be donated (or else disposed of) at the end of a stall - we cannot provide replacements for uncollected bags if we did not receive notice in advance.
- Payment for vegetable boxes must be made when you place your order
- Vegetables will be pre-bagged however we encourage bringing your own containers and bags to reduce waste.
- Items available may vary from week to due to the different suppliers and price fluctuations.
- If you are displaying any symptoms of covid or other communicable diseases, or are self isolating, please do not visit the stall. Contact us and we can try to 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 😊**