

HAOS Membership FAQs

1. Full Adult Membership
2. Full Student Membership
3. Full Senior Membership
4. Social Membership
5. 100 club and Honorary Social Membership

Please note we intend to include HATY Membership details here in the near future.

How does the Full Adult Membership work?

We decided the best way to describe all the terms and conditions of our Full Adult Membership was to start a 'Frequently Asked Questions' page. These are all the questions asked so far; when more questions are asked we'll add them.

Full Adult Membership frequently asked questions (FAQ's)

How does Full Adult Membership Work?

A Full membership (Student, Adult or Senior) is required in order to participate in one of our productions, more details about all the benefits a full member gets alongside this can be found here. ([link to Full membership page](#)) There is a minimum 12 month commitment upon successful signup, after which your membership will auto-renew, and you will remain a member on a month by month basis until you cease to make payments. All membership official start dates are based on the date on which your first payment reaches our account, NOT the date you fill out the payment instruction.

How do I become a member?

The easiest method is to follow the online process on our website starting at 'Join & Get Involved'. It's very simple, and the process is explained along the way. You will eventually be directed to an online signup form, after filling that out (ensuring you have selected the correct membership type and payment preference) you will be directed to our payment form. Upon successful completion of **both** forms your part of the process is complete.

If you would prefer not to do this online, a paper copy can be downloaded, or requested, and this will need to be completed & returned to our Membership Secretary, or via any member of the Management Committee. You will also need to organise your payment via the method you have indicated on the paper form, for more info regarding options, see '[What happens if I don't want to pay via Direct Debit?](#)' below.

What happens next?

- Upon receiving your completed membership form our Membership Secretary will send you a welcome email, and for purposes of simplicity you will be classed as an honorary member in lieu of your first payment reaching our account.
- When we see your payment reaches our account your membership will begin, and also your initial 12 month commitment. We'll send you an email to let you know that everything came through fine and the date upon which your 12 month commitment is due to end.
- In due course our IT services manager will be in touch to enable your access to our member's area on the website where you can access show photos, videos and other digital memorabilia, and also our member's forum area.
- If applicable, you will be added to our HAOS members Facebook group by our communications coordinator.
- You will have been automatically added to our general mailing list (unless you opted-out), our Communications Co-ordinator will add you to our HAOS Members Mailing Group so that you receive our mail-outs as a priority over non-members.

Why is there an initial 12 month commitment on Full Membership?

Full membership allows you to perform in one of our Productions. We appreciate and respect all of our long-standing members who loyally commit to the Society on a regular basis regardless of the title of our productions. We are aware that our new monthly membership could allow a previously unknown new-comer to join the Society solely to appear in a show and quit their membership immediately after. We want to protect all our members against this possibility, a 12-month minimum term helps to ensure that all new members show the same initial commitment to the society as existing ones, and is in line with the standard annual membership system that most other groups similar to ourselves operate under.

Are there other types of membership available?

Yes.

- This membership is for an adult that is not in full-time education and not aged 65 or above. If however you fit either of these two other categories then we have Full Membership available to you at a discounted rate, our Student Membership FAQ's can be found [here](#), and our Senior Membership FAQ's can be found [here](#).
- We also have Social Membership which is a way that you can be a member at a lower rate, but with slightly less benefits available to you. To find out all about this visit our [Social Membership page](#). The main difference is that social membership will not permit you to perform in a production.
- At the time of writing, if you were to class yourself as eligible for Student or Senior Membership you can enjoy the benefits of full membership at the same price as social membership.

- If you are a member of HATY (our youth division) you are automatically an honorary student member of HAOS

Can I transfer between membership types?

Yes, If you have signed up as a Full Member upon reaching or passing your anniversary date (your initial 12 month commitment being completed) you can switch to a Social Membership. This is simply done by following the same process you did to become a full member online, selecting the other type and starting a new payment instruction for the new amount. (It's exactly the same as setting up as a new member from the start), we will receive your new membership form and cancel the old payment instruction for you.

If your eligibility changes during your initial 12 month commitment (i.e. re-joining full time education or reaching 65 years of age) you can change your membership type to Student or Senior as applicable by following the same method above. This will cancel your current 12 month commitment mid-term and start a new 12 month commitment on the associated pricing structure.

Social Members are not bound by a 12 month minimum initial term and can therefore cancel their social membership and start a new Full membership (with the associated initial 12 month commitment) at any time.

How much does it cost and how do I pay?

Full membership to our group only costs £2.09 per month, which equates to £25 per year, as agreed by the membership at a prior AGM. We now request that you pay your membership by our monthly Direct Debit structure. When you sign up to be a member on line, immediately after filling out the membership sign-up form, you will be forwarded to our Direct Debit payment form. This is managed for us by Charities Aid Foundation (CAF) who process donations for charities, simply fill out the form including your bank details and select one of the two process date options you prefer, and submit the form. There may be a slight delay before we receive your payment at our end, as CAF need to process the payment and forward it to us (this could be as much as 30 days).

Why is payment monthly?

Paying monthly will benefit the society and the members. It allows us to have a regular stream of income throughout the year, thus supporting us in making our regular payments towards our premises and other monthly overheads such as insurance, storage and much more. It benefits our members by spreading the cost over the year into small manageable payments, and a member can now join at any time during the year. In more traditional methods of annual membership, people joining a group mid-year often find themselves paying a full year's membership for only a few months gain. Under our new payment structures this will be a thing of the past for our valued members.

Why have you moved to Direct Debit payments?

Direct Debit payments are very easy to set up and benefit both the payer and the payee. This offers us a much lower maintenance solution for us to monitor and control active membership status including payment notifications and alerts. You benefit from one very easy setup form, and as long as you wish your membership to remain valid you don't have to do anything again.

Is Direct Debit a safe option?

Our Direct Debit payments are managed for us by Charities Aid Foundation (CAF) who process donations for charities. CAF Donate is fully PCI (Payment Card Industry) compliant, so our members can be confident that their donations (such as membership) are being processed securely, and all details are stored safely on our behalf. They also specialise in advising charities like us on best practice to remain GDPR compliant. For more information about how we store/handle your personal information and GDPR please visit our [Policies and Procedures](#) pages on the HAOS website. If you are interested in reading more details about CAF please visit their comprehensive [website](#).

What happens if I don't want to pay via Direct Debit?

If required we can offer more traditional methods of payment including the following:

- You can set up a Standing Order for £2.09 monthly (or £25 annually) via online banking or your online banking app. Click on 'Standing Order' on your online banking page and then follow the prompts. The account details are:

Bank: Barclays Bank, Commercial Street, Halifax.
Sort Code 20-35-84
Account No 20913111
Reference: 'Initial,' 'Surname' & 'MB'
Example reference – "J Bloggs MB"

(But you don't need to remember this as when you sign up we'll remind you of it all again)

- You could pay by cheque or cash. This option is only available annually. You will still need to fill out the membership form and submit it in exactly the same way as other paying options, but you will give the cheque or cash to our membership Secretary or Treasurer (or via any other committee member, such as our Production Secretary). This can still be commenced at any point in the year, but will obviously not auto-renew.
- You can pay by credit/debit card. You will still need to fill out the membership form and submit it in exactly the same way as other paying options, and then this will need to be arranged to be paid in person at the wellington rooms, with the treasurer or Membership Secretary. As above, this can still be commenced at any point in the year, but will obviously not auto-renew.

If I'm paying monthly what happens after the first 12 months? Do I need to renew?

One of the major advantages of our Direct Debit monthly payment structure is that now you don't have to worry about renewing your membership. After your first 12 months of being a member you won't need to commit to a further term, by continuing to make your monthly payments your membership status will remain valid and current whenever your account remains in good standing. If you decide to leave us or swap over to Social Membership for a while, and later decide you'd like to be a Full Member again, you will be subject to the initial 12 month commitment again as per a new member.

Can I still pay annually?

- Yes, an annual membership can be initiated at any point in the year, however we really hope that members will embrace the monthly scheme because of all the benefits that are detailed above. By default the only methods for paying annually are more traditional methods such as standing order, cash, cheque, or credit/debit card. Please see the '[How do I pay](#)' section above. Upon request a Direct Debit annual payment can be arranged.
- It will be your responsibility to make annual payments to keep your membership up to date. Where possible we will endeavour to send you a renewal reminder, however it remains your responsibility & if no payment is made your membership will automatically expire upon your anniversary date. For clarity, that date will be 12 months after the date at which your last annual payment was received.
- If you wish to terminate your membership mid-term, after the annual amount has already been paid, no refund will be available.

How do you know who is still a member?

A major advantage of the Direct Debit system is that we can run reports to gain a quick overview of all our member's payment history, thus giving us a clear picture of who is a current member, but also an indication of the loyalty and commitment of individuals.

What happens if a payment goes wrong?

Direct Debit is a well-established and dependable payment method that once initiated very rarely falters. However we appreciate that sometimes there are other unintentional factors that can impact on the process (not enough cleared funds in account, change of bank account etc.) Standing orders require additional responsibility on the payer's behalf to ensure details are accurately inputted initially, and funds remain available.

- If a Direct Debit payment is reversed for some reason the payment will be processed automatically a 2nd time & we will receive a notification from our Direct Debit processors. Any missed standing Order payments will take a little longer for us to identify during our end of month accounting.
- Either way, initially we'll assume that there has simply been an error somewhere in the system and we'll temporarily suspend your membership while the issue is resolved. This will not have an impact on any associated initial 12 month commitment. The Membership Secretary will send you a friendly reminder message via your preferred method of communication, to inform you of the missed payment and discuss how to proceed.
- If we receive no reply, or the outstanding payment has not been received by the next payment due date we will assume this to be a cancellation request, and carry out the necessary cancellation process on your behalf. For Clarity, this means, depending on how dates fall, you could potentially be disqualified from being able to perform in one of our shows. If this form of auto-termination was to occur during your initial 12 month commitment period this will have an impact on your account status within the organisation. Please see details below under "[What will happen if I cancel my payments early, during the initial 12 month commitment?](#)"

Will there be any further payments expected to be in a show?

Yes, it is customary on all our productions that we request an associated ‘show donation’ from each participant in the show. This is a suggested amount that varies depending on the show, and is a way that each member who benefits from being on-stage can contribute towards the huge cost it takes to mount our productions with a donation. As any information regarding this is show specific we will make it available to any prospective cast member before auditions or rehearsals commence, including available methods of payment.

Why do you use the term ‘donation’? I noticed it on the Direct Debit membership payment form.

Certain payments you make to us are eligible for gift-aid claims. This is a great way our country supports its charities by adding an additional 25% on top of any donation a UK tax-payer makes to a charity, such as HAOS. Your membership to the society is an example of a payment you make to us that is eligible for us to claim gift-aid on. However this is technically a donation, as you receive no service/reward or tangible monetary benefit directly from being a member. It’s just your way of supporting us on a regular basis. Whenever we use the term donation it is because we are describing a payment you have made to us that we will claim gift-aid on if you have ticked the box on your membership form declaring that you are a UK tax-payer and that we are authorised to process gift-aid on your donation. By doing this when you pay £25 over 12 months, we will receive £31.25.

I ticked the gift-aid box, what does this mean?

See [above Question](#) regarding donations

Can I play the 100 club too? If I do, will I receive a discount on my full membership?

Yes of course you can play. Our 100 club scheme is a great way to further regularly support the society whilst having some fun. Full membership and the 100 club are not linked in anyway, you will not receive any discount. Full membership gets you additional (non-monetary) benefits such as the ability to perform on stage, and is therefore totally separate to the honorary social membership associated with the 100 club, which is intended to keep participants in the loop with news and provide them access to communication streams. For more info regarding our communications policy you can see our [policies and procedures page](#).

Can I merge my 100 club>Show Donation and membership payments into one single payment?

As different payments need to be processed in different ways for accounting purposes, gift-aid claims and to aid in our record keeping and status reports, we ask you to keep payments separate. The only exception to this is that you can play multiple numbers in one payment in the 100 club.

Why do you need my details, and how do you store them?

We keep your address and contact details in order to effectively communicate information as required, and also to process gift-aid as per the details under “[Why do you use the term ‘donation’?](#)” For more detailed information consult both our Members Privacy Notice and our Data Protection Policy which are available in the [Policies and Procedures](#) section of our website.

How do I update my contact details?

In the past we would have received your new preferred contact details each year upon renewal of your annual membership. As we have now elected for an anniversary membership that automatically renews we will only keep the details you provided upon initial enrolment. Therefore we have provided the facility for you to go on our website and quickly update your contact details, this can be found in the ‘[Join & Get Involved](#)’ section, or the member’s area. If you want to change the way you pay your membership, or change membership types you will need to follow the change of membership type process which is detailed above under “[Can I transfer between membership types?](#)”

I don’t have email or social media, what will happen?

We value all our members and will strive to ensure everyone is kept ‘in the loop’. In each individual case we will endeavour to find the best possible way to establish and maintain communications with any member that prefers non-digital routes. However, it must be clearly understood that this cannot be as efficient as other digital means.

When do I need to pay my membership by?

You no longer need to pay your membership (or renew) at the beginning of the year, you can start your membership at any point. However we must have received your first payment in our account for you to be eligible to perform in one of our productions. As there can be a delay of up to 30 days in processing payments through our chosen payments handler we recommend you do not leave this too late, it is expected that this is processed at the start of the rehearsal period at the latest. If you have concerns that this may affect your involvement, please contact the Membership Secretary at membership@haosproductions.com without delay.

I upgraded from social to full membership to be in a show, but I had to drop out, can I get a £10 refund and return to social membership?

No refunds are available on any membership payment already made.

What if I want to cancel my membership?

If you have already completed your initial minimum 12 month commitment you can cancel your membership at any time by simply cancelling your Direct Debit/standing order. You will need to cancel by contacting your bank though, if you have internet banking, you should be able do this yourself on your bank's website, or on your online banking app on your handheld devices. We will, of course, be sorry to see you leave, but if you wouldn't mind dropping us an email at membership@haosproductions.com to tell us you've cancelled your regular payment instruction, then we can double check for you that your cancellation request has been carried out. Full membership cannot be cancelled during the initial 12 month commitment without settling the remaining outstanding balance.

What will happen if I cancel my payments early (during the initial 12 month commitment)?

If a missed payment is detected at any time we will follow our missed payment procedure which is detailed above under "[What happens if a payment goes wrong?](#)"

If the process above has been carried out with no resolution, the associated member will have their membership revoked, and will not be permitted to re-instate any form of membership or participate in any current or future production or audition procedure until their outstanding balance for the remainder of the initial 12 month commitment has been received in full. The above conditions imposed will remain indefinitely while the account remains in arrears.

Help - I need further information

No problem! - We have a Membership Secretary and they are contactable via membership@haosproductions.com. They should be able to answer any of your questions. Alternatively click the "I have a Question" button below and fill out our contact form, and one of the team will reply in due course.

How does the Full Student Membership work?

We decided the best way to describe all the terms and conditions of our Full Student Membership was to start a 'Frequently Asked Questions' page. These are all the questions asked so far; when more questions are asked we'll add them.

Full Student Membership frequently asked questions (FAQ's)

How does Full Student Membership Work?

A Full membership (Student, Adult or Senior) is required in order to participate in one of our productions, more details about all the benefits a full member gets alongside this can be found here. ([link to Full membership page](#)) There is a minimum 12 month commitment upon successful signup, after which your membership will auto-renew, and you will remain a student member on a quarter by quarter basis until you cease to make payments, or your eligibility changes. All membership official start dates are based on the date on which your first payment reaches our account, NOT the date you fill out the payment instruction. If you are already an existing member of HATY then you do not require any further membership as this allows you honorary full student membership with HAOS.

How do I become a member?

The easiest method is to follow the online process on our website starting at 'Join & Get Involved'. It's very simple, and the process is explained along the way. You will eventually be directed to an online signup form, after filling that out (ensuring you have selected the correct membership type and payment preference) you will be directed to our payment form. Upon successful completion of **both** forms your part of the process is complete.

If you would prefer not to do this online, a paper copy can be downloaded, or requested, and this will need to be completed & returned to our Membership Secretary, or via any member of the Management Committee. You will also need to organise your payment via the method you have indicated on the paper form, for more info regarding options, see '[What happens if I don't want to pay via Direct Debit?](#)' below.

What happens next?

- Upon receiving your completed membership form our Membership Secretary will send you a welcome email, and for purposes of simplicity you will be classed as an honorary member in lieu of your first payment reaching our account.
- When we see your payment reaches our account your membership will begin, and also your initial 12 month commitment. We'll send you an email to let you know that everything came through fine and the date upon which your 12 month commitment is due to end.
- In due course our IT services manager will be in touch to enable your access to our member's area on the website where you can access show photos, videos and other digital memorabilia, and also our member's forum area.
- If applicable, you will be added to our HAOS members Facebook group by our communications coordinator.
- You will have been automatically added to our general mailing list (unless you opted-out), our Communications Co-ordinator will add you to our HAOS Members Mailing Group so that you receive our mail-outs as a priority over non-members.

Why is there an initial 12 month commitment on Full Membership?

Full membership allows you to perform in one of our Productions. We appreciate and respect all of our long-standing members who loyally commit to the Society on a regular basis regardless of the title of our productions. We are aware that our new monthly membership could allow a previously unknown new-comer to join the Society solely to appear in a show and quit their membership immediately after. We want to protect all our members against this possibility, a 12-month minimum term helps to ensure that all new members show the same initial commitment to the society as existing ones, and is in line with the standard annual membership system that most other groups similar to ourselves operate under.

Are there other types of membership available?

Yes.

- This membership is for under 18's or any student in full-time education, if you consider yourself eligible this is the optimum membership choice for you. We also have Full Adult Membership which is not discounted, the FAQ's can be found [here](#), and our discounted Senior Membership FAQ's can be found [here](#).
- Social Membership is available to others offering slightly less benefits than those available to you. To find out all about this visit our [Social Membership page](#). The main difference is that social membership will not permit you to perform in a production.

- At the time of writing, if you were to class yourself as eligible for Student or Senior Membership you can enjoy the benefits of full membership at the same price as social membership.
- If you are a member of HATY (our youth division) you are automatically an honorary student member of HAOS

Can I transfer between membership types?

Yes, it is possible to switch membership plans. However, as a student member (at the time of writing) our social membership plan offers less benefits for the same amount, therefore you would be advised to remain on a student plan. If, however your eligibility to remain a student member changes (i.e. you leave full time education) you are required to switch to either a Full Adult Member or Social Member to remain in the society.

I'm no longer a full-time student, but I'm still in my initial 12 month commitment period, what do I do?

No problem, we have two options available to you:

1. Sign up to be a Full Adult Member, to enjoy all the benefits you have been accustomed to. This has a different payment structure and therefore you will need to sign-up again with us. This is simply done by following the same process you did to become a student member online, selecting the full adult type, filling out **both** forms, thus starting a new payment instruction for the new amount. (It's exactly the same as setting up as a new member from the start), we will receive your new membership form and cancel the old payment instruction for you. You can find out more & start this process [here](#).
2. You could transfer your membership over to a Social Member. The pricing structure remains the same, but as stated above you lose some of the benefits you have been used to. You are required to complete the remainder of your existing initial 12 month commitment until the original expiry date passes, after which you, like any social member, will not be bound by any further 12 month minimum term and can therefore cancel the social membership at any time. The process is one simple form that you can fill out online. As this is a membership transfer, it is not available to public, and can be found in our member's area of the website, or provided via other means upon request.

How much does it cost and how do I pay?

Student membership to our group only costs £3.75 per quarter, which equates to £15 per year, as agreed by the membership at a prior AGM. We now request that you pay your membership by our quarterly Direct Debit structure. When you sign up to be a member online, immediately after filling out the membership sign-up form, you will be forwarded to our Direct Debit payment form. This is managed for us by Charities Aid Foundation (CAF) who process donations for charities, simply fill out the form including your bank details and select one of the two process date options you prefer, and submit the form. There may be a slight delay before we receive your payment at our end, as CAF need to process the payment and forward it to us (this could be as much as 30 days).

Why is payment quarterly?

Paying quarterly will benefit the society and the members. It allows us to have a regular stream of income throughout the year, thus supporting us in making our regular payments towards our premises and other regular overheads such as insurance, storage and much more. It benefits our members by spreading the cost over the year into small manageable payments, and a member can now join at any time during the year. In more traditional methods of annual membership, people joining a group mid-year often find themselves paying a full year's membership for only a few months gain. Under our new payment structures this will be a thing of the past for our valued members. There is a minimum amount required through 'CAF Donate' on monthly transactions which means that we are unable to process student membership monthly as this would put the payment under this amount.

Why have you moved to Direct Debit payments?

Direct Debit payments are very easy to set up and benefit both the payer and the payee. This offers us a much lower maintenance solution for us to monitor and control active membership status including payment notifications and alerts. You benefit from one very easy setup form, and as long as you wish your current membership type to remain valid you don't have to do anything again.

Is Direct Debit a safe option?

Our Direct Debit payments are managed for us by Charities Aid Foundation (CAF) who process donations for charities. CAF Donate is fully PCI (Payment Card Industry) compliant, so our members can be confident that their donations (such as membership) are being processed securely, and all details are stored safely on our behalf. They also specialise in advising charities like us on best practice to remain GDPR compliant. For more information about how we store/handle your personal information and GDPR please visit our [Policies and Procedures](#) pages on the HAOS website. If you are interested in reading more details about CAF please visit their comprehensive [website](#).

What happens if I don't want to pay via Direct Debit?

If required we can offer more traditional methods of payment including the following:

- You can set up a Standing Order for £3.75 quarterly (or £15 annually) via online banking or your online banking app. Click on 'Standing Order' on your online banking page and then follow the prompts. The account details are:

Bank: Barclays Bank, Commercial Street, Halifax.

Sort Code 20-35-84

Account No 20913111

Reference: 'Initial,' 'Surname' & 'MB'

Example reference – "J Bloggs MB"

(But you don't need to remember this as when you sign up we'll remind you of it all again)

- You could pay by cheque or cash. This option is only available annually. You will still need to fill out the membership form and submit it in exactly the same way as other paying options, but you will give the cheque or cash to our membership Secretary or Treasurer (or via any other committee member, such as our Production Secretary). This can still be commenced at any point in the year, but will obviously not auto-renew.
- You can pay by credit/debit card. You will still need to fill out the membership form and submit it in exactly the same way as other paying options, and then this will need to be arranged to be paid in person at the wellington rooms, with the Treasurer or Membership Secretary. As above, this can still be commenced at any point in the year, but will obviously not auto-renew.

If I'm paying quarterly what happens after the first 12 months? Do I need to renew?

One of the major advantages of our Direct Debit quarterly payment structure is that now you don't have to worry about renewing your membership. After your first 12 months of being a student member you won't need to commit to a further term, by continuing to make your quarterly payments your membership status will remain valid and current whenever your account remains in good standing. If you decide to leave us and later decide you'd like to re-join on the same or other Full Membership option again, you will be subject to the initial 12 month commitment again as per a new member.

Can I still pay annually?

- Yes, an annual membership can be initiated at any point in the year, however we really hope that members will embrace the regular giving schemes because of all the benefits that are detailed above. By default the only methods for paying annually are more traditional methods such as standing order, cash, cheque, or credit/debit card. Please see the '[How do I pay](#)' section above. Upon request a Direct Debit annual payment can be arranged.
- It will be your responsibility to make annual payments to keep your membership up to date. Where possible we will endeavour to send you a renewal reminder, however it remains your responsibility & if no payment is made your membership will automatically expire upon your anniversary date. For clarity, that date will be 12 months after the date at which your last annual payment was received.
- If you wish to terminate your membership mid-term, after the annual amount has already been paid, no refund will be available.

How do you know who is still a member?

A major advantage of the Direct Debit system is that we can run reports to gain a quick overview of all our member's payment history, thus giving us a clear picture of who is a current member, but also an indication of the loyalty and commitment of individuals.

What happens if a payment goes wrong?

Direct Debit is a well-established and dependable payment method that once initiated very rarely falters. However we appreciate that sometimes there are other unintentional factors that can impact on the process (not enough cleared funds in account, change of bank account etc.) Standing orders require additional responsibility on the payer's behalf to ensure details are accurately inputted initially, and funds remain available.

- If a Direct Debit payment is reversed for some reason the payment will be processed automatically a 2nd time & we will receive a notification from our Direct Debit processors. Any missed standing Order payments will take a little longer for us to identify during our end of month accounting.
- Either way, initially we'll assume that there has simply been an error somewhere in the system and we'll temporarily suspend your membership while the issue is resolved. This will not have an impact on any associated initial 12 month

commitment. The Membership Secretary will send you a friendly reminder message via your preferred method of communication, to inform you of the missed payment and discuss how to proceed.

- If we receive no reply, or the outstanding payment has not been received by the next payment due date we will assume this to be a cancellation request, and carry out the necessary cancellation process on your behalf. For Clarity, this means, depending on how dates fall, you could potentially be disqualified from being able to perform in one of our shows. If this form of auto-termination was to occur during your initial 12 month commitment period this will have an impact on your account status within the organisation. Please see details below under "[What will happen if I cancel my payments early, during the initial 12 month commitment?](#)"

Will there be any further payments expected to be in a show?

Yes, it is customary on all our productions that we request an associated 'show donation' from each participant in the show. This is a suggested amount that varies depending on the show, and is a way that each member who benefits from being on-stage can contribute towards the huge cost it takes to mount our productions with a donation. As any information regarding this is show specific we will make it available to any prospective cast member before auditions or rehearsals commence, including available methods of payment.

Why do you use the term 'donation'? I noticed it on the Direct Debit membership payment form.

Certain payments you make to us are eligible for gift-aid claims. This is a great way our country supports its charities by adding an additional 25% on top of any donation a UK tax-payer makes to a charity, such as HAOS. Your membership to the society is an example of a payment you make to us that is eligible for us to claim gift-aid on. However this is technically a donation, as you receive no service/reward or tangible monetary benefit directly from being a member. It's just your way of supporting us on a regular basis. Whenever we use the term donation it is because we are describing a payment you have made to us that we will claim gift-aid on if you have ticked the box on your membership form declaring that you are a UK tax-payer and that we are authorised to process gift-aid on your donation. By doing this when you pay £15 over 12 months, we will receive £18.75.

I ticked the gift-aid box, what does this mean?

See [above Question](#) regarding donations

Can I play the 100 club too? If I do, will I receive a discount on my full membership?

Yes of course you can play (if you meet the age requirements). Our 100 club scheme is a great way to further regularly support the society whilst having some fun. Full membership and the 100 club are not linked in anyway, you will not receive any discount. Full membership gets you additional (non-monetary) benefits such as the ability to perform on stage, and is therefore totally separate to the honorary social membership associated with the 100 club, which is intended to keep participants in the loop with news and provide them access to communication streams. For more info regarding our communications policy you can see our [policies and procedures page](#).

Can I merge my 100 club>Show Donation and membership payments into one single payment?

As different payments need to be processed in different ways for accounting purposes, gift-aid claims and to aid in our record keeping and status reports, we ask you to keep payments separate. The only exception to this is that you can play multiple numbers in one payment in the 100 club.

Why do you need my details, and how do you store them?

We keep your address and contact details in order to effectively communicate information as required, and also to process gift-aid as per the details under "[Why do you use the term 'donation'?](#)" For more detailed information consult both our Members Privacy Notice and our Data Protection Policy which are available in the [Policies and Procedures](#) section of our website.

How do I update my contact details?

In the past we would have received your new preferred contact details each year upon renewal of your annual membership. As we have now elected for an anniversary membership that automatically renews we will only keep the details you provided upon initial enrolment. Therefore we have provided the facility for you to go on our website and quickly update your contact details, this can be found in the '[Join & Get Involved](#)' section, or the member's area. If you want to change the way you pay your membership, or change membership types you will need to follow the change of membership type process which is detailed above under "[Can I transfer between membership types?](#)"

I don't have email or social media, what will happen?

We value all our members and will strive to ensure everyone is kept 'in the loop'. In each individual case we will endeavour to find the best possible way to establish and maintain communications with any member that prefers non-digital routes. However, it must be clearly understood that this cannot be as efficient as other digital means.

When do I need to pay my membership by?

You no longer need to pay your membership (or renew) at the beginning of the year, you can start your membership at any point. However we must have received your first payment in our account for you to be eligible to perform in one of our productions. As there can be a delay of up to 30 days in processing payments through our chosen payments handler we recommend you do not leave this too late, it is expected that this is processed at the start of the rehearsal period at the latest. If you have concerns that this may affect your involvement, please contact the Membership Secretary at membership@haosproductions.com without delay.

What if I want to cancel my membership?

If you have already completed your initial minimum 12 month commitment you can cancel your membership at any time by simply cancelling your Direct Debit/standing order. You will need to cancel by contacting your bank though, if you have internet banking, you should be able to do this yourself on your bank's website, or on your online banking app on your handheld devices. We will, of course, be sorry to see you leave, but if you wouldn't mind dropping us an email at membership@haosproductions.com to tell us you've cancelled your regular payment instruction, then we can double check for you that your cancellation request has been carried out. Full membership (including student) cannot be cancelled during the initial 12 month commitment without settling the remaining outstanding balance.

What will happen if I cancel my payments early (during the initial 12 month commitment)?

If a missed payment is detected at any time we will follow our missed payment procedure which is detailed above under "[What happens if a payment goes wrong?](#)"

If the process above has been carried out with no resolution, the associated member will have their membership revoked, and will not be permitted to re-instate any form of membership or participate in any current or future production or audition procedure until their outstanding balance for the remainder of the initial 12 month commitment has been received in full. The above conditions imposed will remain indefinitely while the account remains in arrears.

Help - I need further information

No problem! - We have a Membership Secretary and they are contactable via membership@haosproductions.com. They should be able to answer any of your questions. Alternatively click the "I have a Question" button below and fill out our contact form, and one of the team will reply in due course.

How does the Full Senior Membership work?

We decided the best way to describe all the terms and conditions of our Full Senior Membership was to start a 'Frequently Asked Questions' page. These are all the questions asked so far; when more questions are asked we'll add them.

Full Senior Membership frequently asked questions (FAQ's)

How does Full Senior Membership Work?

A Full membership (Student, Adult or Senior) is required in order to participate in one of our productions, more details about all the benefits a full member gets alongside this can be found here. ([link to Full membership page](#)) There is a minimum 12 month commitment upon successful signup, after which your membership will auto-renew, and you will remain a Senior member on a quarter by quarter basis until you cease to make payments. All membership official start dates are based on the date on which your first payment reaches our account, NOT the date you fill out the payment instruction.

How do I become a member?

The easiest method is to follow the online process on our website starting at 'Join & Get Involved'. It's very simple, and the process is explained along the way. You will eventually be directed to an online signup form, after filling that out (ensuring you have selected the correct membership type and payment preference) you will be directed to our payment form. Upon successful completion of **both** forms your part of the process is complete.

If you would prefer not to do this online, a paper copy can be downloaded, or requested, and this will need to be completed & returned to our Membership Secretary, or via any member of the Management Committee. You will also need to organise your payment via the method you have indicated on the paper form, for more info regarding options, see '[What happens if I don't want to pay via Direct Debit?](#)' below.

What happens next?

- Upon receiving your completed membership form our Membership Secretary will send you a welcome email, and for purposes of simplicity you will be classed as an honorary member in lieu of your first payment reaching our account.
- When we see your payment reaches our account your membership will begin, and also your initial 12 month commitment. We'll send you an email to let you know that everything came through fine and the date upon which your 12 month commitment is due to end.
- In due course our IT services manager will be in touch to enable your access to our member's area on the website where you can access show photos, videos and other digital memorabilia, and also our member's forum area.
- If applicable, you will be added to our HAOS members Facebook group by our communications coordinator.
- You will have been automatically added to our general mailing list (unless you opted-out), our Communications Co-ordinator will add you to our HAOS Members Mailing Group so that you receive our mail-outs as a priority over non-members.

Why is there an initial 12 month commitment on Full Membership?

Full membership allows you to perform in one of our Productions. We appreciate and respect all of our long-standing members who loyally commit to the Society on a regular basis regardless of the title of our productions. We are aware that our new monthly membership could allow a previously unknown new-comer to join the Society solely to appear in a show and quit their membership immediately after. We want to protect all our members against this possibility, a 12-month minimum term helps to ensure that all new members show the same initial commitment to the society as existing ones, and is in line with the standard annual membership system that most other groups similar to ourselves operate under.

Are there other types of membership available?

Yes. This membership is for adults of 65 years or older, if you consider yourself eligible this is the optimum membership choice for you. We also have Full Adult Membership which is not discounted, some of our senior members prefer to continue contributing at the full rate; if this interests you the FAQ's can be found [here](#).

Can I transfer between membership types?

Yes, it is possible to switch membership plans. However, as a Senior Member (at the time of writing) you have the optimum plan with all the benefits available at the lowest payment plan. If you are currently a standard Social Member or Full Adult Member and looking to switch onto the senior plan it couldn't be easier:

- Full to Senior: This is simply done by following the same process you did to become a full member online, selecting the other type and starting a payment instruction for the new discounted amount. (It's exactly the same as setting up as a

new member from the start), we will receive your new membership form and cancel the old payment instruction for you. If you only became a Full Member less than 12 months ago, you are required to complete the remainder of an existing initial 12 month commitment until the original expiry date passes, after which you, like any member, will not be bound by any further 12 month minimum term and can therefore cancel the senior membership at any time.

- **Social to Senior:** This is even easier as the payment structure is exactly the same. The process is one simple form that you can fill out online. As this is a membership transfer, it is not available to public, and can be found in our member's area of the website, or provided via other means upon request. As this is the commencement of a new Full Membership type (student/adult/senior) it requires an initial 12 month commitment, after which your membership will auto-renew, and you will remain a Senior member on a quarter by quarter basis until you cease to make payments.

How much does it cost and how do I pay?

Senior membership to our group only costs £3.75 per quarter, which equates to £15 per year, as agreed by the membership at a prior AGM. We now request that you pay your membership by our quarterly Direct Debit structure. When you sign up to be a member on line, immediately after filling out the membership sign-up form, you will be forwarded to our Direct Debit payment form. This is managed for us by Charities Aid Foundation (CAF) who process donations for charities, simply fill out the form including your bank details and select one of the two process date options you prefer, and submit the form. There may be a slight delay before we receive your payment at our end, as CAF need to process the payment and forward it to us (this could be as much as 30 days).

Why is payment quarterly?

Paying quarterly will benefit the society and the members. It allows us to have a regular stream of income throughout the year, thus supporting us in making our regular payments towards our premises and other regular overheads such as insurance, storage and much more. It benefits our members by spreading the cost over the year into small manageable payments, and a member can now join at any time during the year. In more traditional methods of annual membership, people joining a group mid-year often find themselves paying a full year's membership for only a few months gain. Under our new payment structures this will be a thing of the past for our valued members. There is a minimum amount required through 'CAF Donate' on monthly transactions which means that we are unable to process Senior membership monthly as this would put the payment under this amount.

Why have you moved to Direct Debit payments?

Direct Debit payments are very easy to set up and benefit both the payer and the payee. This offers us a much lower maintenance solution for us to monitor and control active membership status including payment notifications and alerts. You benefit from one very easy setup form, and as long as you wish your current membership type to remain valid you don't have to do anything again.

Is Direct Debit a safe option?

Our Direct Debit payments are managed for us by Charities Aid Foundation (CAF) who process donations for charities. CAF Donate is fully PCI (Payment Card Industry) compliant, so our members can be confident that their donations (such as membership) are being processed securely, and all details are stored safely on our behalf. They also specialise in advising charities like us on best practice to remain GDPR compliant. For more information about how we store/handle your personal information and GDPR please visit our [Policies and Procedures](#) pages on the HAOS website. If you are interested in reading more details about CAF please visit their comprehensive [website](#).

What happens if I don't want to pay via Direct Debit?

If required we can offer more traditional methods of payment including the following:

- You can set up a Standing Order for £3.75 quarterly (or £15 annually) via online banking or your online banking app. Click on 'Standing Order' on your online banking page and then follow the prompts. The account details are:

Bank: Barclays Bank, Commercial Street, Halifax.

Sort Code 20-35-84

Account No 20913111

Reference: '*Initial*,' '*Surname*' & '*MB*'

Example reference – "J Bloggs MB"

(But you don't need to remember this as when you sign up we'll remind you of it all again)

- You could pay by cheque or cash. This option is only available annually. You will still need to fill out the membership form and submit it in exactly the same way as other paying options, but you will give the cheque or cash to our membership

- Secretary or Treasurer (or via any other committee member, such as our Production Secretary). This can still be commenced at any point in the year, but will obviously not auto-renew.
- You can pay by credit/debit card. You will still need to fill out the membership form and submit it in exactly the same way as other paying options, and then this will need to be arranged to be paid in person at the wellington rooms, with the Treasurer or Membership Secretary. As above, this can still be commenced at any point in the year, but will obviously not auto-renew.

If I'm paying quarterly what happens after the first 12 months? Do I need to renew?

One of the major advantages of our Direct Debit quarterly payment structure is that now you don't have to worry about renewing your membership. After your first 12 months of being a full member you won't need to commit to a further term, by continuing to make your quarterly payments your membership status will remain valid and current whenever your account remains in good standing. If you decide to leave us and later decide you'd like to re-join, you will be subject to the initial 12 month commitment again as per a new member.

Can I still pay annually?

- Yes, an annual membership can be initiated at any point in the year, however we really hope that members will embrace the regular giving schemes because of all the benefits that are detailed above. By default the only methods for paying annually are more traditional methods such as standing order, cash, cheque, or credit/debit card. Please see the '[How do I pay](#)' section above. Upon request a Direct Debit annual payment can be arranged.
- It will be your responsibility to make annual payments to keep your membership up to date. Where possible we will endeavour to send you a renewal reminder, however it remains your responsibility & if no payment is made your membership will automatically expire upon your anniversary date. For clarity, that date will be 12 months after the date at which your last annual payment was received.
- If you wish to terminate your membership mid-term, after the annual amount has already been paid, no refund will be available.

How do you know who is still a member?

A major advantage of the Direct Debit system is that we can run reports to gain a quick overview of all our member's payment history, thus giving us a clear picture of who is a current member, but also an indication of the loyalty and commitment of individuals.

What happens if a payment goes wrong?

Direct Debit is a well-established and dependable payment method that once initiated very rarely falters. However we appreciate that sometimes there are other unintentional factors that can impact on the process (not enough cleared funds in account, change of bank account etc.) Standing orders require additional responsibility on the payer's behalf to ensure details are accurately inputted initially, and funds remain available.

- If a Direct Debit payment is reversed for some reason the payment will be processed automatically a 2nd time & we will receive a notification from our Direct Debit processors. Any missed standing Order payments will take a little longer for us to identify during our end of month accounting.
- Either way, initially we'll assume that there has simply been an error somewhere in the system and we'll temporarily suspend your membership while the issue is resolved. This will not have an impact on any associated initial 12 month commitment. The Membership Secretary will send you a friendly reminder message via your preferred method of communication, to inform you of the missed payment and discuss how to proceed.
- If we receive no reply, or the outstanding payment has not been received by the next payment due date we will assume this to be a cancellation request, and carry out the necessary cancellation process on your behalf. For Clarity, this means, depending on how dates fall, you could potentially be disqualified from being able to perform in one of our shows. If this form of auto-termination was to occur during your initial 12 month commitment period this will have an impact on your account status within the organisation. Please see details below under "[What will happen if I cancel my payments early, during the initial 12 month commitment?](#)"

Will there be any further payments expected to be in a show?

Yes, it is customary on all our productions that we request an associated 'show donation' from each participant in the show. This is a suggested amount that varies depending on the show, and is a way that each member who benefits from being on-stage can contribute towards the huge cost it takes to mount our productions with a donation. As any information regarding this is show specific we will make it available to any prospective cast member before auditions or rehearsals commence, including available methods of payment.

Why do you use the term ‘donation’? I noticed it on the Direct Debit membership payment form.

Certain payments you make to us are eligible for gift-aid claims. This is a great way our country supports its charities by adding an additional 25% on top of any donation a UK tax-payer makes to a charity, such as HAOS. Your membership to the society is an example of a payment you make to us that is eligible for us to claim gift-aid on. However this is technically a donation, as you receive no service/reward or tangible monetary benefit directly from being a member. It’s just your way of supporting us on a regular basis. Whenever we use the term donation it is because we are describing a payment you have made to us that we will claim gift-aid on if you have ticked the box on your membership form declaring that you are a UK tax-payer and that we are authorised to process gift-aid on your donation. By doing this when you pay £15 over 12 months, we will receive £18.75.

I ticked the gift-aid box, what does this mean?

See [above Question](#) regarding donations

Can I play the 100 club too? If I do, will I receive a discount on my full membership?

Yes of course you can play. Our 100 club scheme is a great way to further regularly support the society whilst having some fun. Full membership and the 100 club are not linked in anyway, you will not receive any discount. Full membership gets you additional (non-monetary) benefits such as the ability to perform on stage, and is therefore totally separate to the honorary social membership associated with the 100 club, which is intended to keep participants in the loop with news and provide them access to communication streams. For more info regarding our communications policy you can see our [policies and procedures page](#).

Can I merge my 100 club>Show Donation and membership payments into one single payment?

As different payments need to be processed in different ways for accounting purposes, gift-aid claims and to aid in our record keeping and status reports, we ask you to keep payments separate. The only exception to this is that you can play multiple numbers in one payment in the 100 club.

Why do you need my details, and how do you store them?

We keep your address and contact details in order to effectively communicate information as required, and also to process gift-aid as per the details under “[Why do you use the term ‘donation’?](#)” For more detailed information consult both our Members Privacy Notice and our Data Protection Policy which are available in the [Policies and Procedures](#) section of our website.

How do I update my contact details?

In the past we would have received your new preferred contact details each year upon renewal of your annual membership. As we have now elected for an anniversary membership that automatically renews we will only keep the details you provided upon initial enrolment. Therefore we have provided the facility for you to go on our website and quickly update your contact details, this can be found in the [‘Join & Get Involved’](#) section, or the member’s area. If you want to change the way you pay your membership, or change membership types you will need to follow the change of membership type process which is detailed above under “[Can I transfer between membership types?](#)”

I don’t have email or social media, what will happen?

We value all our members and will strive to ensure everyone is kept ‘in the loop’. In each individual case we will endeavour to find the best possible way to establish and maintain communications with any member that prefers non-digital routes. However, it must be clearly understood that this cannot be as efficient as other digital means.

When do I need to pay my membership by?

You no longer need to pay your membership (or renew) at the beginning of the year, you can start your membership at any point. However we must have received your first payment in our account for you to be eligible to perform in one of our productions. As there can be a delay of up to 30 days in processing payments through our chosen payments handler we recommend you do not leave this too late, it is expected that this is processed at the start of the rehearsal period at the latest. If you have concerns that this may affect your involvement, please contact the Membership Secretary at membership@haosproductions.com without delay.

What if I want to cancel my membership?

If you have already completed your initial minimum 12 month commitment you can cancel your membership at any time by simply cancelling your Direct Debit/standing order. You will need to cancel by contacting your bank though, if you have internet

banking, you should be able do this yourself on your bank's website, or on your online banking app on your handheld devices. We will, of course, be sorry to see you leave, but if you wouldn't mind dropping us an email at membership@haosproductions.com to tell us you've cancelled your regular payment instruction, then we can double check for you that your cancellation request has been carried out. Full membership (including Senior) cannot be cancelled during the initial 12 month commitment without settling the remaining outstanding balance.

What will happen if I cancel my payments early (during the initial 12 month commitment)?

If a missed payment is detected at any time we will follow our missed payment procedure which is detailed above under "[What happens if a payment goes wrong?](#)"

If the process above has been carried out with no resolution, the associated member will have their membership revoked, and will not be permitted to re-instate any form of membership or participate in any current or future production or audition procedure until their outstanding balance for the remainder of the initial 12 month commitment has been received in full. The above conditions imposed will remain indefinitely while the account remains in arrears.

Help - I need further information

No problem! - We have a Membership Secretary and they are contactable via membership@haosproductions.com. They should be able to answer any of your questions. Alternatively click the "I have a Question" button below and fill out our contact form, and one of the team will reply in due course.

How does the Social Membership work?

Social membership is the only membership we offer that is not classed as 'Full', therefore works slightly different to all the other types. We decided the best way to describe all the terms and conditions of our Social Membership was to start a 'Frequently Asked Questions' page. These are all the questions asked so far; when more questions are asked we'll add them.

Social Membership frequently asked questions (FAQ's)

How does Social Membership Work?

We feel being a member of HAOS offers so much to our members other than being onstage in a production, therefore we wanted to ensure that our valued members can remain part of the group if they have decided not to take part in the current production. Social Membership is a great way to remain a member of the society at a discounted rate, you can see all the associated benefits on our [social membership page](#). There is no minimum commitment, you will remain a Social member on a quarter by quarter basis until you cease to make payments.

How do I become a member?

The easiest method is to follow the online process on our website starting at 'Join & Get Involved'. It's very simple, and the process is explained along the way. You will eventually be directed to an online signup form, after filling that out (ensuring you have selected the correct membership type and payment preference) you will be directed to our payment form. Upon successful completion of **both** forms your part of the process is complete.

If you would prefer not to do this online, a paper copy can be downloaded, or requested, and this will need to be completed & returned to our Membership Secretary, or via any member of the Management Committee. You will also need to organise your payment via the method you have indicated on the paper form, for more info regarding options, see '[What happens if I don't want to pay via Direct Debit?](#)' below.

What happens next?

- Upon receiving your completed membership form our Membership Secretary will send you a welcome email, and for purposes of simplicity you will be classed as an honorary social member in lieu of your first payment reaching our account.
- When we see your payment reaches our account your membership will officially begin.
- In due course our IT services manager will be in touch to enable your access to our member's area on the website where you can access show photos, videos and other digital memorabilia, and also our member's forum area.
- If applicable, you will be added to our HAOS members Facebook group by our communications coordinator.
- You will have been automatically added to our general mailing list (unless you opted-out), our Communications Coordinator will add you to our HAOS Members Mailing Group so that you receive our mail-outs as a priority over non-members.

Are there other types of membership available?

Yes. This membership is for adults that are not in full-time education or 65 years of age or older, that prefer not to have a Full Membership (i.e. are not intending on appearing onstage in one of our productions). Our other available membership types are:

1. Full Adult Membership (which is not discounted), the FAQ's can be found [here](#).
2. Full Senior Membership (which is discounted) - FAQ's can be found [here](#).
3. Full Student membership (which is discounted) – FAQ's can be found [here](#).

Can I start as a social member, but then swap to full later if I decide to be in a show?

Yes, this is exactly what many members do. We have two options available to you:

1. Sign up to be a Full Adult Member. This has a different payment structure and therefore you will need to sign-up again with us. This is simply done by following the same process you did to become a Social member online, selecting the full adult type, filling out **both** forms, thus starting a new payment instruction for the new amount. (It's exactly the same as setting up as a new member from the start), we will receive your new membership form and cancel the old payment instruction for you. You can find out more & start this process [here](#).
 2. If you were eligible you could transfer your membership over to a Student or Senior Member. The pricing structure remains the same, so the process is one simple form that you can fill out online. As this is a membership transfer, it is not available to public, and can be found in our member's area of the website, or provided via other means upon request.
- NB. For all Full Membership types (including the two options above) you will be required to start a new 12 month minimum initial commitment. More info. Regarding this is included in our other membership FAQ's; see "[Are there other types of membership available?](#)" above.

How much does it cost and how do I pay?

Social membership to our group only costs £3.75 per quarter, which equates to £15 per year, as agreed by the membership at a prior AGM. We now request that you pay your membership by our quarterly Direct Debit structure. When you sign up to be a member online, immediately after filling out the membership sign-up form, you will be forwarded to our Direct Debit payment form. This is managed for us by Charities Aid Foundation (CAF) who process donations for charities, simply fill out the form including your bank details and select one of the two process date options you prefer, and submit the form. There may be a slight delay before we receive your payment at our end, as CAF need to process the payment and forward it to us (this could be as much as 30 days).

Why is payment quarterly?

Paying quarterly will benefit the society and the members. It allows us to have a regular stream of income throughout the year, thus supporting us in making our regular payments towards our premises and other regular overheads such as insurance, storage and much more. It benefits our members by spreading the cost over the year into small manageable payments, and a member can now join at any time during the year. In more traditional methods of annual membership, people joining a group mid-year often find themselves paying a full year's membership for only a few months gain. Under our new payment structures this will be a thing of the past for our valued members. There is a minimum amount required through 'CAF Donate' on monthly transactions which means that we are unable to process Social membership monthly as this would put the payment under this amount.

Why have you moved to Direct Debit payments?

Direct Debit payments are very easy to set up and benefit both the payer and the payee. This offers us a much lower maintenance solution for us to monitor and control active membership status including payment notifications and alerts. You benefit from one very easy setup form, and as long as you wish your current membership type to remain valid you don't have to do anything again.

Is Direct Debit a safe option?

Our Direct Debit payments are managed for us by Charities Aid Foundation (CAF) who process donations for charities. CAF Donate is fully PCI (Payment Card Industry) compliant, so our members can be confident that their donations (such as membership) are being processed securely, and all details are stored safely on our behalf. They also specialise in advising charities like us on best practice to remain GDPR compliant. For more information about how we store/handle your personal information and GDPR please visit our [Policies and Procedures](#) pages on the HAOS website. If you are interested in reading more details about CAF please visit their comprehensive [website](#).

What happens if I don't want to pay via Direct Debit?

If required we can offer more traditional methods of payment including the following:

- You can set up a Standing Order for £3.75 quarterly (or £15 annually) via online banking or your online banking app. Click on 'Standing Order' on your online banking page and then follow the prompts. The account details are:

Bank: Barclays Bank, Commercial Street, Halifax.

Sort Code 20-35-84

Account No 20913111

Reference: 'Initial,' 'Surname' & 'MB'

Example reference – "J Bloggs MB"

(But you don't need to remember this as when you sign up we'll remind you of it all again)

- You could pay by cheque or cash. This option is only available annually. You will still need to fill out the membership form and submit it in exactly the same way as other paying options, but you will give the cheque or cash to our membership Secretary or Treasurer (or via any other committee member, such as our Production Secretary). This can still be commenced at any point in the year, but will obviously not auto-renew.
- You can pay by credit/debit card. You will still need to fill out the membership form and submit it in exactly the same way as other paying options, and then this will need to be arranged to be paid in person at the wellington rooms, with the Treasurer or Membership Secretary. As above, this can still be commenced at any point in the year, but will obviously not auto-renew.

Do I need to renew?

One of the major advantages of our Direct Debit quarterly payment structure is that now you don't have to worry about renewing your membership. By continuing to make your quarterly payments your membership status will remain valid and current whenever your account remains in good standing.

Can I still pay annually?

- Yes, an annual membership can be initiated at any point in the year, however we really hope that members will embrace the regular giving schemes because of all the benefits that are detailed above. By default the only methods for paying annually are more traditional methods such as standing order, cash, cheque, or credit/debit card. Please see the '[How do I pay](#)' section above. Upon request a Direct Debit annual payment can be arranged.
- It will be your responsibility to make annual payments to keep your membership up to date. Where possible we will endeavour to send you a renewal reminder, however it remains your responsibility & if no payment is made your membership will automatically expire upon your anniversary date. For clarity, that date will be 12 months after the date at which your last annual payment was received.
- If you wish to terminate your membership mid-term, after the annual amount has already been paid, no refund will be available.
- If you wish to swap your membership to a full type mid-term, after the annual social amount has already been paid, you can just pay the £10 difference at the date of upgrade. Your Full Membership will expire on the date of your Social Membership anniversary.

How do you know who is still a member?

A major advantage of the Direct Debit system is that we can run reports to gain a quick overview of all our member's payment history, thus giving us a clear picture of who is a current member, but also an indication of the loyalty and commitment of individuals.

What happens if a payment goes wrong?

Direct Debit is a well-established and dependable payment method that once initiated very rarely falters. However we appreciate that sometimes there are other unintentional factors that can impact on the process (not enough cleared funds in account, change of bank account etc.) Standing orders require additional responsibility on the payer's behalf to ensure details are accurately inputted initially, and funds remain available.

- If a Direct Debit payment is reversed for some reason the payment will be processed automatically a 2nd time & we will receive a notification from our Direct Debit processors. Any missed standing Order payments will take a little longer for us to identify during our end of month accounting.
- Either way, initially we'll assume that there has simply been an error somewhere in the system and we'll temporarily suspend your membership while the issue is resolved. The Membership Secretary will send you a friendly reminder message via your preferred method of communication, to inform you of the missed payment and discuss how to proceed.
- If we receive no reply, or the outstanding payment has not been received by the next payment due date we will assume this to be a cancellation request, and carry out the necessary cancellation process on your behalf.

Why do you use the term 'donation'? I noticed it on the Direct Debit membership payment form.

Certain payments you make to us are eligible for gift-aid claims. This is a great way our country supports its charities by adding an additional 25% on top of any donation a UK tax-payer makes to a charity, such as HAOS. Your membership to the society is an example of a payment you make to us that is eligible for us to claim gift-aid on. However this is technically a donation, as you receive no service/reward or tangible monetary benefit directly from being a member. It's just your way of supporting us on a regular basis. Whenever we use the term donation it is because we are describing a payment you have made to us that we will claim gift-aid on if you have ticked the box on your membership form declaring that you are a UK tax-payer and that we are authorised to process gift-aid on your donation. By doing this when you pay £15 over 12 months, we will receive £18.75.

I ticked the gift-aid box, what does this mean?

See [above Question](#) regarding donations

Can I play the 100 club too? If I do, will I receive a discount on my membership?

Yes of course you can play. Our 100 club scheme is a great way to further regularly support the society whilst having some fun, and as a 100 club member you would receive honorary social membership. For more details on our 100 club please click [here](#). Our more generous members often elect to pay into both.

If I decided to continue paying for Social Membership and into the 100 club can I merge both into one single payment?

If you continue to support the society through the 100 club and social membership as the different payments need to be processed in different ways for accounting purposes, gift-aid claims and to aid in our record keeping and status reports, we ask you to keep payments separate. The only exception to this is that you can play multiple numbers in one payment in the 100 club.

Why do you need my details, and how do you store them?

We keep your address and contact details in order to effectively communicate information as required, and also to process gift-aid as per the details under "["Why do you use the term 'donation'?"](#)" For more detailed information consult both our Members Privacy Notice and our Data Protection Policy which are available in the [Policies and Procedures](#) section of our website.

How do I update my contact details?

In the past we would have received your new preferred contact details each year upon renewal of your annual membership. As we have now elected for an anniversary membership that automatically renews we will only keep the details you provided upon initial enrolment. Therefore we have provided the facility for you to go on our website and quickly update your contact details, this can be found in the '[Join & Get Involved](#)' section, or the member's area. If you want to change the way you pay your membership, or change membership types you will need to follow the change of membership type process which is detailed above under "["Can I transfer between membership types?"](#)"

I don't have email or social media, what will happen?

We value all our members and will strive to ensure everyone is kept 'in the loop'. In each individual case we will endeavour to find the best possible way to establish and maintain communications with any member that prefers non-digital routes. However, it must be clearly understood that this cannot be as efficient as other digital means.

When do I need to pay my membership by?

You no longer need to pay your membership (or renew) at the beginning of the year, you can start your membership at any point. Please be aware that there can be a significant delay in processing payments through our chosen payments handler so we may not receive your payment for up to 30 days.

What if I want to cancel my membership?

You can cancel your membership at any time, you will need to cancel the payment through your bank though, if you have internet banking, you should be able to do this yourself on your bank's website, or on your online banking app on your handheld devices. We will, of course, be sorry to see you leave, but if you wouldn't mind dropping us an email at membership@haosproductions.com to tell us you've cancelled your regular payment instruction, then we can double check for you that your cancellation request has been carried out.

Help - I need further information

No problem! - We have a Membership Secretary and they are contactable via membership@haosproductions.com. They should be able to answer any of your questions. Alternatively click the "I have a Question" button below and fill out our contact form, and one of the team will reply in due course.

How does the 100 club work?

We decided the best way to describe all the terms and conditions of the 100 club was to start a 'Frequently Asked Questions' page. These are all the questions asked so far; when more questions are asked we'll add them.

100 Club frequently asked questions (FAQ's)

What is this 100 club all about?

Maybe you've been to one of our HAOS fundraisers, or launch nights and seen cash envelopes stuffed with £100 given out? These are prizes from the 100 club! Want to be part of the fun and excitement? Please read on to learn how the 100 club works and how to join.

The 100 club works in a similar way to the national lottery, with some differences:

- Participants pay to enter.
- There are only 100 possible numbers (1-100), 3 numbers are drawn each month; cash prizes are given to the winners.
- The remainder of the cash is retained by HAOS and used for the benefit of its members, to pay for regular overheads and maintain our premises.
- Our game is monthly, not weekly.
- Entry of payment is typically by standing order, this is our preferred method. However upon request Direct Debit can be made available (which can be cancelled at any time), and if required we will also accept cheque or cash payments.

How much does it cost to enter?

- Entry is by way of purchasing any number (1 or more) of the numbers that are left available from 1-100. When you complete the sign up form you can specify a range of your preferred numbers, and we will try to allocate any that are available, if not we will get back to you with the available numbers for you to choose your preference. Each number you choose costs £5 per month.
- Each number purchased gives you a chance to win one of the three monthly prizes, therefore it goes without saying that the more numbers you own, the more chance you have of winning.

How much are the prizes?

- Our standard monthly prize draws are 1st place £50, 2nd place £25, and 3rd place £10.
- However! Twice annually at Easter and Christmas, the prize draw doubles. 1st place £100, 2nd place £50, and 3rd place £20.

Is it worth it?

Last year the society paid out almost £1200 in prize money to its 100 club members, and the 100 club provided a hugely important percentage of our annual fundraising income (+£2000), so you can rest assured that all participants are widely appreciated by the group.

How do I play?

- Initially you need to use the sign-up form here on the website, (there is a link at the bottom), then after that we need to organise payment.
- The easiest way to pay is to set up a monthly standing order using your online or mobile phone banking. Click on 'Standing Order' on your online banking page and then follow the prompts. The account details are:

Bank: Barclays Bank, Commercial Street, Halifax.

Sort Code 20-35-84

Account No 20913111

Reference: 'Initial,' 'Surname' & either 'Ball Number' (if you know it) or '100 club'

*Example reference – “J Bloggs 39” or “J Bloggs 100 Club”
(But you don't need to remember this as when you sign up you'll get it all again)*

- We make each month's draw generally near the beginning of the associated month, so for example if we receive your sign up form and payment late in the month of October, we'll include your number in the draw that takes place early November and you will be in that draw. However, if we noticed your processed payment early October, before we made the draw, we'll include you in the October draw. Either way we'll try to make it clear when your first entry will be made.
- Another way is to fill in a standing order mandate, which tells your bank to pay your entry fee to Halifax Amateur Operatic Society for you (this is perfect if you don't like the idea of online banking). You can download this form on the sign up page ([link at the bottom](#)). Please hand your completed form to the Treasurer, or any member of the Management Committee and we'll sort the rest. There is a quick guide on how to fill it in when you download it.

What if I don't want to play anymore? Is there a minimum term?

You can cancel your standing order at any time, just play for one month if you like. You will need to cancel by contacting your bank, again though, if you have internet banking, you should be able do this yourself on your bank's website, or on your online banking app on your handheld devices. We will, of course, be sorry to see you leave, but if you wouldn't mind dropping us an email at 100club@haosproductions.com to tell us you've cancelled your standing order, then we can double check for you that your cancellation request has been carried out.

How do you know who's still playing?

Every standing order we receive shows up on our online bank account with the 100 club reference. The 100 club administrator, working alongside the Treasurer, checks and double checks the amounts received each month. Anyone who's paid is in that month's game, anyone who hasn't is out. That's why we'd really appreciate a goodbye email, so we are expecting to see your missing entry.

How will the draw be made?

The draw is carried out on a monthly basis by the Management Committee generally during their monthly Committee Meeting. Sometimes however, we alter the draw date slightly to coincide with a members' event such as a Launch night, fundraising event or large-scale show rehearsal so that we can draw the numbers live to add to your excitement, and show the other members what they are missing out on. It also highlights how fair and random the draw process is.

What happens if a number is drawn out that nobody owns?

We won't include numbers that aren't owned in the winning draws. If a number that is unclaimed is drawn, the draw for the associated prize level will be redrawn until an allocated number wins.

How do I know who's won?

All members of the 100 club will receive a monthly email detailing the winners and their prizes. Unless specifically requested by any player for social media anonymity, we will also post the results via our social media channels as per our communications procedures and guidelines document. All results for the associated period will also be included in any periodical newsletter.

The prize winners will also be contacted directly, so their prizes can be paid. This is why we need your preferred contact method which is included in the signup form.

When do the special bonus draws happen?

The double-prize bonus draws happen twice yearly to coincide with the festivals of Easter and Christmas, they are not supplementary to the ordinary monthly draws, but simply replace the associated month's draw. The

Christmas draw will effectively replace the December prize as it's drawn in December; This way the prize winner gets the cash to enjoy at Christmas. In fact, we normally defer this draw until our last full rehearsal in December to make it that bit more festive. The Easter draw floats to fall in line with the Easter holidays.

What happens if I only play the Christmas/Easter draws?

If you sign up immediately before one of our special prize draws of the year, we will honour your payment and let you play. If we notice suspicious patterns of enrolling and cancelling on a high frequency basis, the matter will be brought to the attention of the Management Committee and the associated player's future eligibility to remain in the scheme will be assessed.

What happens if a standing order payment goes wrong?

- If we notice that your monthly payment seems to be missing but we never received a cancellation email via 100club@haosproductions.com, we'll assume that there has simply been an error somewhere in the system and we'll temporarily keep both your 100 club and any associated honorary social membership (if applicable) current for a period of 29days after the missing payment date.
- We'll also try to send you a friendly reminder message via your preferred method of communication, just to double check it was a mistake. If we receive no reply, or payment after the 29 day period we will assume this to be a cancellation request, and carry out the necessary cancellation process on your behalf. For Clarity, this means, depending on how dates fall, you could potentially be disqualified from one or more draws. If in the event that during this 'hiatus' period you successfully win a draw, your prize money will be held until clarification regarding the missing payment is received, upon which you may still receive your winnings (with the outstanding arrears deducted if applicable).

100 Club and Society Membership

Is it true that I'm automatically a member by playing the 100 club?

Technically it's the other way around, when you join the 100 club you need to be a member, we've just taken a portion of your 100 club payment and allocated it towards monthly honorary social membership; but yes, you will remain an honorary social member whenever you are regularly contributing to the 100 club.

But I pay Full Membership already. Does that mean I will get a discount from that now I've joined the 100 club scheme?

No, Full membership and the 100 club are not linked. Full membership gets you additional (non-monetary) benefits such as the ability to perform on stage, and is therefore totally separate to the honorary social membership associated with the 100 club, which is intended to keep you in the loop with news and provide you access to communication streams. For more info regarding our communications policy you can see our procedures and policies page.

Why didn't I have to declare anything about gift aid on my 100 club form?

As your honorary social membership associated with the 100 club is intrinsically linked into a service that offers reward (or a tangible/valuable benefit in return), we don't process gift aid on this contribution. If however you pay separately for another form of membership with the group (such as full adult/social/student etc..) we can process gift aid on these memberships where applicable.

If I stop paying 100 club will I lose my membership?

If you pay your social membership, or full membership, separately (i.e. gift aid eligible as per the above statement), you can cancel your 100 club at any time and your membership to the society will not be affected. However if you've been enjoying honorary social membership as part of your 100 club membership, then if you cancel your 100 club you will no longer be a member.

For reasons of clarity all membership validity dates are based upon the date of the first payment being received in our bank account.

EXAMPLE 1

You decide to join **only** the 100 club

You set up a standing order for £5 monthly, and we receive the first £5 in our account on June 17th. You will be included in the July draw (which is drawn at the beginning of July) and you will be an honorary social member until July 16th. If your standing order comes through as expected both memberships will be classed as current and ongoing until termination.

If you decide on October 6th that you no longer want to play the 100 club and cancel your standing order (by any means) AND you let us know by email at 100club@haosproductions.com of your intention to withdraw from the game, we'll reply saying "thank you for your support", and inform you that your social membership is valid until October 16th.

However, if it was in fact Oct 20th when you decided to cancel, we should have already received your October payment, so if that is the case when we receive your cancellation email we'll thank you, and remind you that you still have one more chance to win, and that your social membership will remain current until November 16th.

EXAMPLE 2

You decide to join the 100 club in November

But you were already paying your social membership quarterly (which we received the first payment last June 1st) and decided you were happy to continue paying even though you didn't have to - big hugs for you!

You set up a standing order for £5 monthly to cover your new 100 club involvement, and we receive the first £5 in our account on Nov 22nd. You will be included in the Dec Christmas draw (which is drawn normally mid-late December at our last Rehearsal before the break) and all draws subsequently assuming your standing order remains in good standing.

If you decide on Nov 18th (a year later) that you no longer want to play the 100 club and cancel your standing order AND you let us know by email at 100club@haosproductions.com of your intention to withdraw from the game, we'll reply saying "thank you for your support", and inform you that your social membership is a rolling one and is not affected as you still pay that via separate means. We'll expect to see another quarterly payment on Dec 1st, if that doesn't arrive we'll check in with you (just to double check it's not an error) and let you know that your social membership officially ran out on December 1st. You should have already been included in the Nov draw, but you won't be able to be included in the xmas draw.

However, if you decided half way through the year that your generosity needed a break, and therefore you wanted to terminate the quarterly social membership payments but retain your 100 club monthly payments, when we notice that your membership payment doesn't come through, your membership will automatically swap over to a monthly honorary one associated with your 100 club involvement. You won't even feel the change. We'll miss your extra generous financial help, but we'll still be really pleased to have you here.

Can I still be in a show if I only support through the 100 club

- In order to take part in a production on stage (or join a committee), you will need to be a full member, this is part of our constitution and byelaws, and protects other members against unfairness. If you want to take part in a show, your honorary social membership will not be useful unfortunately.
- In this case you will need to become a full member and begin a new Anniversary Membership. This would come with the standard 12 month commitment starting from the 1st payment received in our account after the declaration of upgrade, which is completed via the online sign up form. There are no 'pay the difference' upgrade options from honorary social membership associated with the 100 club to full member status (The options to social members not part of the 100 club scheme who elected to pay annually are slightly different, see membership FAQ's for details.)

Can I remain a Full member of the Society and still contribute to the 100 club scheme?

Yes, in fact this is our platinum regular supporter package and is the best way you can regularly support your society. In fact, at the time of writing we have almost half of the 100 club members doing exactly this. The 100 club and Full membership are technically not linked, one can remain without the other and vice versa, so if you decide to cancel either at any time - it's no problem.

For example,

If a full member decided after their 12 month initial commitment to let their membership roll on monthly, and continued to pay their 100 club contributions too, they would remain in our top band of regular supporters. If however, they decided at some point soon after to cancel the Full Membership Direct Debit, their membership would automatically transfer over to an honorary Social one until they terminated the standing order associated with their 100 club scheme.

Why do I get so much extra grace if I default on a payment for the 100 club, than I would if I miss a standard membership payment?

It's true that if you default on a 100 club payment (without notifying us of cancellation) we'll assume it's simply an error and continue it for 29 days, whereas any default on a standard membership payment will result in instant demotion of associated membership status from the missing payment date – why?.....

Well, it's simply to do with how we process data. We promote Direct Debit payments wherever possible as we have instant alerts of reversed/missed payments, therefore if you're paying memberships via Direct Debit (as per our requested preference) then we will know immediately when you miss a payment.

However, with the 100 club, unfortunately we are still asking you to process this through standing orders where possible, as this is our only viable option at this time, and our administration for this is more manual and labour intensive. We thank you for your patience and understanding regarding this until we can improve the efficiency of this service.

Help - I need further information

No problem! - We have a 100 club administrator and they are contactable via 100club@haosproductions.com. They should be able to answer any of your questions.