

## Service Level Agreement – Section 1 the Agreement

Name of Club: Nottingham Whites Leeds United Regional Members Club

Name of Member:

Address of Membership organisation

### **Relationships**

This is a Service Level Agreement (SLA) between the above named Club and the proposed member.

### **Aim**

The aim of this agreement is to ensure that the members and the committee of the club have a mutual understanding of the activities and processes that both may need to undertake to support and facilitate the successful running of the members club.

### **Agreement Details**

#### **Nottingham Whites will:**

- 1) Arrange transport to and from home and/or away Leeds matches.
- 2) Assist members with alternative transport arrangements ie car share or joining with another members club who would be willing to collect from the Nottinghamshire Area
- 3) Run monthly meetings/social nights in the Nottingham area for members, details of which will be on the Nottingham Whites web site or emailed directly to members.
- 4) Order home and away match tickets at the request and on behalf of members in accordance with the guidelines given by Leeds United FC.
- 5) Keep the members informed and updated on the Nottingham Whites News via the website.
- 6) Organise fund raising and social events which all members will be invited to.
- 7) Provide a contact number for the coordinator for match days.
- 8) Run the members club in accordance with regulations given by Leeds United FC.

#### **Members will:**

- 1) Notify the committee of preferred pick up location/cancellation of coach seat reservation at least 1 week prior to travel.
- 2) Pay in full for the cost of coach travel to each game either prior to or on the day of travel.
- 3) Request ticket orders providing full details of date of game, location, preferred seating and number of tickets required. It is up to members to establish the full cost of tickets at the time of order.
- 4) Pay for match tickets on day of order or on confirmation of allocation. In each case, this will be at least 5 days prior to match day.
- 5) Utilise the Nottingham Whites and Leeds United web sites to ensure they are aware of price changes, fixture changes and any other general news that may affect members.
- 6) Inform a committee member of non attendance at any meeting or event organised where they have previously expressed an intent to attend.
- 7) Understand and accept that Nottingham Whites are governed by the Leeds United FC and will have to adhere by the guidelines and restrictions imposed by them.
- 8) Ensure that timely arrivals are made for all coach travel prior to and post match, if there is a problem to contact members of the committee and to understand the coach will always leave on time to benefit the members who arrive 'on time'.

### **Data Protection**

The parties shall ensure that they at all times comply with the provisions and obligations imposed by the Data Protection Act 1998 and the Data Protection Principles together with any subsequent re-enactment or amendment thereof in storing and processing personal data, and all personal data acquired by either party from the other shall be returned to the disclosing party on request. Both parties hereby acknowledge that performance of a duty imposed by the Act, shall not constitute a breach of any obligation in respect of confidentiality, which may be owed to the other party.

### **Payment Agreement**

- 1) All members who have ordered tickets /transport are liable to pay, in full, for the cost incurred by Nottingham Whites. None payment will result in future ticket and travel requests being refused until all outstanding payments have been made.
- 2) The Membership fee of £10 per adult or £5 for under 18's is payable to Nottingham Whites on joining. This fee covers administrative costs and may subsidise coach travel for members if numbers are low.

**Termination**

1) If members wish to terminate their membership with the Nottingham Whites, this is required in writing to the secretary. The membership fee is non refundable and any outstanding ticket and travel orders are still to be paid in full.

**Committee**

Secretary – Mr Phil Beaver  
Chairman – Mr Richard Sturman  
Treasurers – Mr & Mrs Steve White  
Administration – Mrs Sue Beaver

**The Agreement**

*We have read, understood and are committed to this agreement. We, the undersigned have taken specific responsibility in ensuring that our respective activities detailed within this agreement are carried out in an effective and timely manner, ensuring that the priority is ensuring an effective, high quality service.*

**PLEASE NOTE**

**Tickets for home and away games will only be ordered for paid-up members of Nottingham Whites. This will be strictly adhered to.**

**It shall take effect from the date of the signatures below.**

**For and on behalf of Nottingham whites.**

**Name:**

**Position:**

**Signature:**

**Date:**

**For and on behalf of the member.**

**Name:**

**Nottingham Whites Membership number :**

**Leeds United Member Number:**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_/\_\_\_/\_\_\_

**Email Address:** \_\_\_\_\_

**Tel Number:** \_\_\_\_\_

**Under 18's, please tick this box**